

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Specialist III Working Title: Product Support Manager	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Homeland Security Division (HSD) /California Cybersecurity Integration Center (Cal-CSIC) / Mission Support Branch (MSB)	POSITION NUMBER: 163-420-1415-002 (61446)	CBID: M01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
1. SUPERVISION RECEIVED: The Information Technology Specialist III receives broad administrative and policy direction from the Mission Support Branch (MSB) Chief Information Technology Manager II, however, may receive direction and assignments from a designated California Cybersecurity Integration Center (Cal-CSIC) Team Lead.		
2. SUPERVISION EXERCISED: This level does not supervise staff, but may lead others during projects.		
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): Appropriate business attire for a professional office environment; ability to sit in a normal seated position for extended periods; and ability to effectively handle multiple tasks and changing priorities.		
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): This incumbent will have regular contact with all levels of California Governor's Office of Emergency Services (Cal OES) staff including executive management, local and federal governmental agencies, including but not limited to, the Governor's Office, Department of Technology and the Department of Finance, private nonprofit (PNP) organizations, and the Legislature.		
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Failure to effectively perform the duties of the position will result in the agency's inability to ensure consistency and compliance with state and federal law, regulation, policies, plans, procedures, and loss of critical information. In addition, the consequence of error at the Specialist III level may have impacts that include loss of funding, project failure, failed business strategy, poor customer service and performance, risk exposure, missed business opportunities, and other budget implications.		
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease: When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.		

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively and cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition, if necessary, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

This position supports the California Cybersecurity Integration Center's (Cal-CSIC) mission and strategic business objectives by creating innovative solutions, demonstrating accountability, and embracing technology to advance goals.

Under administrative direction, the Information Technology Specialist III (IT Spec III), acting as the Product Support Manager works within the Cal-CSIC and with Cal OES partner agencies to manage the package of support functions required to field and maintain the readiness and operational capability of systems and components. The IT Spec III demonstrates strategic technical leadership, influence, and expertise that drive the organization's use of technology toward constant improvements. Incumbents may have extensive decision-making authority and direct the most critical/complex projects where the consequence of error may have a seriously detrimental effect on the operating efficiency of the organization.

The incumbent will enforce compliance with policies and requirements and implement security and privacy controls across multiple information technology disciplines. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. With IT constantly changing, the IT Spec III will stay up to date on emerging technologies and information to effectively respond and adapt to Cal OES' increasing business needs and technical requirements.

Duties of this position fall primarily under the Software Engineering, Information Security Engineering, Information Technology Project Management, or System Engineering domains.

Percent of Time	ESSENTIAL FUNCTIONS
40%	<p>PRODUCT SUPPORT: Serves in a lead role on the software development life cycle (SDLC), system administration, and security for new or existing on-prem and cloud applications at all stages and environments. Performs complex system analysis and design for new development and/or modifications to existing applications and/or systems in compliance with departmental policies, guidelines, and standards. Gathers and develops business requirements, system requirements, and program specifications, customer use cases, test cases, and test reports. Writes programming code for systems and/or modules using various programming languages (e.g. PowerShell, Python, VBScript).</p> <p>Performs and completes administration and maintenance work using the Cal-CSIC's suite of technology tools, platforms, and programming languages. Develops and revises various documents including, but not limited to, migration plans, task checklists, installation and configuration procedures, disaster recovery plans, and software evaluation reports. Makes recommendations to Cal-CSIC management on the adoption of new tools, platforms, processes, and procedures to improve service delivery and operational efficiencies.</p> <p>Responds to production incidents and calls; performs impact assessment; provides technical troubleshooting, research, analysis, and mitigation resolution to restore service. Ensures that management, program partners, Mission Support Branch (MSB) IT staff, and internal and external stakeholders are kept informed with periodic updates on status of resolution. Participates in production incident debriefs, presents findings, and makes recommendations to management to prevent future incidents.</p>
35%	<p>SERVER AND CLOUD ADMINISTRATION: Collaborates with Cal-CSIC MSB staff in providing system administration, including, but not limited to, system design, creation and implementation, installation/configuration of windows servers and software, resolution of complex technical problems, server security monitoring, server performance monitoring and tuning, server backup and recovery, and server issue troubleshooting and resolution.</p> <p>Develops, evaluates, and maintains standards and procedures related to infrastructure design, configuration management, quality assurance, change control process, server integrity and security, server backup recovery and maintenance activities, implementation plan, installation of new enhancements and releases of software.</p> <p>Performs maintenance and support of server hardware and configuration, including web servers, database servers, and application servers. Configures and administers authentication protocols to protect data in all zones while allowing validated access for system users. Conducts routine maintenance including, but not limited to, server performance monitoring and fine-tuning, security patches, hot fix, backup, and disaster recovery testing.</p> <p>Assists MSB staff in the day-to-day design, develop, implementation, and management of cloud environments to promote and support modern IT development methodologies and information security best practices. Responsible for establishing SDLC processes to streamline and increase velocity for the deployment of business solutions.</p>

<p>20%</p>	<p>CUSTOMER SUPPORT AND CONTINUING EDUCATION: Provides world-class service and support to Cal-CSIC customers and partners for the Cal-CSIC service catalog. Provides end user training on a statewide basis on accessing and using the applications and reports generated from data obtained through systems. Develops and presents technical materials to end users, such as job aids, and/or workbooks. Establishes and maintains professional working relationships with Cal-CSIC MSB staff and Cal-CSIC customers, Cal-CSIC and Cal OES senior management, and Cal-CSIC strategic partners. Ensures operational standards and support adhere to Cal-CSIC, Cal OES, California Department of Technology Office of Information Security (CDT OIS), and State defined standards and best practices. Makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve service delivery and operational efficiencies. Maintains knowledge of industry and IT trends, best practices, and research emerging technology to define and support the agency's vision, principles, strategies, and goals. Pursues continuing educational opportunities, including professionally delivered training, self-directed training, and self-directed research, to assure that knowledge, skills, and technical competencies are kept up to date.</p>
<p>Percent of Time</p>	<p>MARGINAL FUNCTIONS</p>
<p>5%</p>	<p>OTHER JOB-RELATED DUTIES AS REQUIRED: Performs other job-related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include, but are not limited to: (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e., completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
<p>ADDITIONAL INFORMATION</p>	
<p><u>AFTER HOURS:</u> Incumbent may occasionally be contacted for after-hours emergency support.</p> <p><u>TRAVEL:</u> Incumbent is required to operate a State vehicle during the course of employment.</p> <p><u>TRAINING:</u> Incumbent is required to successfully complete all training related to the functions of the job.</p> <p><u>CERTIFICATION:</u> Incumbent shall obtain a CompTIA Security +, GIAC Security Essentials, or equivalent certification within six months of hire date as a condition of employment.</p> <p><u>SECURITY CLEARANCE:</u> Incumbent shall obtain a SECRET level security clearance within six months of hire date and maintain the clearance as a condition of employment.</p>	

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and fact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: Stairs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and federal related laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions; be responsive to the needs of Cal OES's employees, the public, and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES' strategic plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If there are any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss them with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title