

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

22-324

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 05/15/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Network Engineering Operations Manager
F. CURRENT POSITION NUMBER 695-380-1405-004		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Technology Services/Infrastructure Services/Network Engineering Operation/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Larry Angus, Information Technology Manager II
J. WORKDAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM – 5:00 PM, DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under general direction of the Information Technology Manager II (IT Mgr II) of the Enterprise Network Branch (ENB), the Information Technology Manager I (IT Mgr I) will manage and supervise high-level technical specialists in the Network Engineering Operations (NEO) and Network Threat Protection (NTP) units. The IT Mgr I will supervise the delivery of network support, recovery, incident response, installation and maintenance of critical network services and equipment, and security incident response at the California Department of Technology (CDT). The IT Mgr I is responsible for evaluating and maintaining technologies and processes supporting multiple functional components of the CDT network, including Level 2 incident response and resolution for Wide Area Networks (WANs), Metropolitan Area Networks (MANs), fiber networks, and Data Center networks; network hardware installation, cabling and refresh; software upgrades; Distributed Denial of Service (DDoS) and network security protections; security event response; and support of virtualized solutions.</p> <p>The IT Mgr I will develop and maintain short and long-term plans in support of the Office of Technology Services (OTech) strategic and tactical plans and participate as a supervisory or team member on cross-functional projects of the highest complexity and scope. The IT Mgr I will also manage various telecommunications projects utilizing the standard Information Technology Infrastructure Library (ITIL) practices and OTech Project Management principles, procedures, and methodologies, while providing leadership, guidance, and support for staff. The incumbent serves as the incident manager and as a management team member participating in division standards and procedures development. The incumbent interacts with peers, both internal and external to NEO and NTP at every level to operate and maintain network services to support internal and external customers in achieving their business goals and objectives.</p>
% of time performing duties 30%	Essential Functions Perform day-to-day managerial and supervisory activities for NEO and NTP teams: <ul style="list-style-type: none">• Develop plans to accomplish unit goals and objectives in accordance with organization mission and strategic plan.• Develop and update duty statements for unit employees, as needed; establish performance expectations; complete Performance Appraisal Summary reports and individual development plans annually; complete probationary reports on a timely basis and other performance management activities including adherence to the State's progressive discipline policy which includes taking corrective or disciplinary action, as necessary.

- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and State policies, personnel-related laws, rules, established OTech administrative processes and procedures and collective bargaining agreements.
- Ensure subordinate employees comply with all Office of Technology Services (OTech) policies, office standard operating procedures and department and agency protocols.
- Monitor for and follow up on deviations from process to ensure high quality of work.
- Encourage team building, facilitate cross-training and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change.
- Foster methods of creative decision-making and problem solving, as well as provide continuous feedback to employees.
- Manage the administration processes of NEO and NTP (network members), including authorizations for vacation, sick leave, overtime, training, and travel.
- Coordinate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements.
- Responsible for team member succession planning and ensures there are employees who can perform multiple functions.
- Participate in the development of Branch standards and procedures and ensure team's processes and procedures are documented and centrally accessible to staff.
- Relay management team information to unit team members and represent the unit in management team decisions.

Manage and oversee network operations, hardware and software installation, upgrades and refresh, network security protective measures, and security event response.

30%

- Responsible for overseeing operations of all enterprise networking solutions involving the WAN and internet connectivity, as well as, maintenance of Intranet connectivity, e-Government Web infrastructure and county interconnect design.
- Manage incidents to ensure they are assigned, updated, and resolved in a timely manner.
- Participate in afterhours support for Incident Management Response, which might require after hours and weekend support.
- Provide incident status oversight to ensure hardware problems are addressed expediently.
- Manage and monitor highly technical staff supporting multiple technologies, ensuring network documentation is provided by the network architects and engineers and is maintained by the staff.
- Develop and maintain knowledge of methods, tools, and procedures. Identify and rectify vulnerabilities and provide or restore security of information systems and network services.
- Evaluate the feasibility of adopting new methods to enhance customer satisfaction related to technical problem resolution.
- Provide a high-level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload.
- Managed skilled technical and analytical staff and resources responsible for the installation of network equipment and cabling on the computer room raised floors, Point of Presence (POP) locations and additional local CDT locations and local customer locations.
- Participate collaboratively in the development of an information systems strategy to support an organization's business goals and the planning of the implementation of that strategy.

Provide project leadership for network infrastructure and security hardware implementation, refresh, and decommission projects, and for consulting services for customer related projects:

20%

- Participate as a team leader on appropriate cross-functional projects of the highest complexity and scope, with statewide implications critical to the business success of OTech and our customers, to advance the Agency's Strategic and Tactical Plans and improve customer service.
- Estimate, plan, document, and report on OTech network project timelines and milestones.
- Establish and communicate Information Technology (IT) network project goals and objectives.
- Prioritize customer requests based on the criticality of the problem and the organizational constraints to determine appropriate response.

- Troubleshoot and respond to difficult customer project service requests and/or outages.
- Present solutions to problems with clarity and precision in written and/or graphic form.
- Analyze information and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Provide the highest level of technical consultation, analytical work, knowledge, and skill needed to respond to most complex customer network hardware and/or software help requests.

Establish and maintain regular and frequent communications with internal and external customers, other internal service areas, and OTech management:

15%

- Serves as an active member of the Enterprise Network Branch management team by contributing to management team decisions impacting the network and/or the department.
- Serves as Incident Manager and reports status of high and critical outages/incidents to management team.
- Identify and address obstacles to providing good service and to exchange information relative to customer requests, customer needs and service offerings.
- Using customer feedback and observations of team members, identify problems, delays or frustrations which can be reduced or eliminated by modifying and improving work processes and determine ways to implement them.
- Interact with peers, both internal and external to OTech, at the highest technical levels, to design, implement and maintain service offerings of the highest caliber.
- Provide expert technical advice and assistance to OTech staff and customer management in support of data center services, restoration and prevention of outages, and customer application performance issues.

Marginal Functions

Assist in the training and knowledge transfer of OTech network systems to other OTech staff and interpret network policies, standards, and guidelines.

% of time
performing duties
5%

Work Environment Requirements

- Must pass a fingerprint and background criminal record check completed by the Department of Justice and Federal Bureau of Investigation.
- Position may require the ability to be contacted by the data center any time, day, or night, and on weekends and holidays.
- Will be required to carry a mobile cell phone and/or pager with remote access from home.
- Periodic weekend and off shift work may be required.
- Occasional travel may be required to perform assigned duties, attend training, and provide customer support.
- Consistent, predicable attendance is required.
- The incumbent must be able to work effectively in a high paced and occasionally stressful environment, in which competing priorities often must be resolved.

Allocation Factors

Supervision Received:

The IT Mgr I receives general direction from the ENB IT Mgr II. Assignments will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, as well as individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

The incumbent will make decisions of major impact on Department network infrastructure, architecture, and network services. All Agency services relying on network infrastructure reliability and availability are dependent upon sound decisions and recommendations in the network area. Errors or omissions by the incumbent can result in disclosure or loss of confidential material, or in the interruption of essential communications services.

Personal Contacts:

The incumbent will work with OTech clients and vendors, technical staff, end-users, and management personnel at all levels. Technical contact will generally be at the senior or journey person level. In addition to contacts made at the senior-level, incumbents contact high-level entities in unique situations where it can be difficult to establish the contact and identify their goals. Incumbents demonstrate a high level of presentation skills applicable to all levels of the audience.

Administrative and Supervisory Responsibilities:

The incumbent will be responsible for planning, budgeting, participation in rate setting, recruiting, selecting, placement and development of personnel and management of vendor and consultant contracts, as well as, assisting the Enterprise Network Branch IT Mgr II as required or directed.

Supervision Exercised:

Incumbent will have supervisory responsibility for Information Technology Associates, Information Technology Specialist I's and II's, and contracted staff.

Other Information

Excellent customer service is always required, as well as sound professional judgment. The successful incumbent will understand the work and assignments of the other staff in the group and will be knowledgeable of the general direction and projects of the OTech network and Network Engineering Operations.

Desirable Qualifications:**Knowledge of:**

- Data networking routing, switching, firewalls, load balancing, intrusion detection systems and intrusion prevention systems.
- State policies and procedures governing procurement and the use of technology.
- Information technologies and trends.
- Principles and techniques of effective personnel management and supervision.
- Project management techniques and methodologies.
- The department's Equal Employment Opportunity objectives.
- A manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to:

- Effectively manage the incident management process.
- Communicate and work productively with technical staff, vendors, OTech management and OTech customers in a professional consulting role.
- Communicate effectively, both orally and in writing.
- Write high quality technical documents.
- Analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Demonstrate strong team leadership, staff development, interpersonal, problem solving and negotiation skills.
- Work under pressure and ensure timely incident resolution and completion of projects.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)
Vacant

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)
Larry Angus

SUPERVISOR SIGNATURE

DATE