

**DUTY STATEMENT**  
TECH 052 (REV. 02/2018)

**PROPOSED**

**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 10/21/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist II		E. POSITION WORKING TITLE Senior Business Analyst
F. CURRENT POSITION NUMBER 695-390-1414-004		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Technology Services / CALNET Program / CALNET Operations / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Bryan Yong, Information Technology Manager I
J. WORKDAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY, 8:00 AM – 5:00 PM, DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" 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).

	<p><b>Information Technology Domains</b> (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" 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</p>
	<p><b>Organizational Setting and Major Functions</b></p> <p>Under the general direction of the California Network and Telecommunications (CALNET) Program's Operations IT Manager I (IT Mgr I), the IT Specialist II (IT Spec II) performs a variety of very complex tasks including analysis and implementation of strategic telecommunications program initiatives, evaluation and continuous improvement of operational processes, and development and monitoring of contractor oversight methods and practices. CALNET Operations supports over 2,100 customers who utilize statewide telecommunications contracts offering voice, data, broadband, cellular, contact center and 1,000s of related services. CALNET Operations also leads contractor oversight, monitoring and compliance efforts performed by various staff and teams throughout the Program. The IT Spec II serves as the lead technical resource responsible for mentoring other staff and independently conducting the most complex assignments, and must have ability to assess complex technical studies, surveys, and telecommunications software, hardware and services provided by private industry suppliers to oversee contractor compliance with contract terms and conditions as well as support customers purchasing services offered by the CALNET contracts.</p> <p>The CALNET Program establishes and manages a suite of telecommunications and network services contracts for the State of California and local public entities. Through the CALNET Program, California Department of Technology (CDT) establishes telecommunications policy for the state's executive branch agencies.</p> <p><b>This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.</b></p>
<p>% of time performing duties <b>30%</b></p>	<p><b>Essential Functions</b> (Percentages shall be in increments of 5 and should be no less than 5%.)</p> <p><b>The IT Spec II works independently using broad technical expertise related to telecommunications and IT business processes to lead projects and operational program functions, including but not limited to the following:</b></p> <ul style="list-style-type: none"> <li>Serve as a project lead or oversee others managing projects within the CALNET Program; establish and maintain internal project management standards, tools, and protocols; develop and maintain a portfolio repository for CALNET efforts and</li> </ul>

collaborate with other departmental project management groups or standards if applicable.

- Develop, oversee, or lead the preparation of CALNET Program communications artifacts including bulletins, ListServe announcements, web site content, Frequently Asked Questions (FAQs) publications, informational videos, vendor, and customer presentations. Collaborate with CDT Public Information Officer on all outward-facing communications as required. Establish internal procedures and standards for development and dissemination of communications artifacts related to any CALNET Program area.
- Establish and maintain expertise in eRate program eligibility guidelines to ensure CALNET contracts continue to conform to federal funding requirements for schools to access eRate funding. Liaison with CA Department of Education for eRate program compliance.
- Perform or lead others in the development of business analysis in support of CALNET Program functions and procedures.
- Maintain mastery of all CALNET contracts related to contractor compliance obligations for catalogs, pricing, State Associated Administrative Fees, performance of SLAs, penalties and the GMO oversight responsibilities.
- Engage in monitoring budget and tracking expenses for the CALNET Program.

**Lead CALNET Program Vendor Oversight functions, responsibilities and activities. Duties include but are not limited to:**

30%

- Participate in development of CALNET Operations contract management processes and procedures, to ensure adherence to contract requirements and vendor performance; Train and mentor other CALNET team members on operational processes, contract interpretations, and other controls.
- Oversee financial elements of contract compliance; work with CDT accounting and contractor personnel to ensure accuracy of administrative fees; evaluate financial and program reporting data for validation.
- Establish contractor oversight meeting protocols and lead other Operations staff responsible for this function. Ensure all meeting agendas, minutes and artifacts are completed professionally and accurately by assigned program staff and are properly archived to maintain the contract management records.
- Establish standard processes to oversee contractor public facing web sites, marketing materials or any customer communications that require CALNET Program approval, in accordance with contract provisions. Ensure CALNET services are properly represented by contractors. Train other staff to complete these processes.
- Evaluate and interpret contractor and customer data and reports for use by CALNET Operations manager or as requested.

**Lead customer service activities and responsibilities, including:**

20%

- Establish customer service practices and procedures for all CALNET program staff to follow. Train all staff in these operational procedures, regardless of rank. Document all procedures in a central repository such as SharePoint or Teams, and ensure access is provided to all. Establish change management for customer service process updates.
- Establish and maintain advanced technical understanding of CALNET telecommunications services in each contract, as well as how customers use these services. Maintain expertise to guide customers seeking services not available in CALNET, on how to meet their telecommunications needs.
- Oversee the CALNET Help service line and ensure staff responding are trained, follow procedures, and provide consistent and accurate information to customer inquiries. Track all calls and provide reports to management.
- Oversee operational processes for customers to use CALNET, such as the Non-State Entity Service and Policy Agreement (NESPA) registration, Authorization to Order (ATO) contract documents, and Authorized Telecommunications Representative registrations are processed within 2 days and properly integrated into manual or automated systems that utilize the information.
- Develop and interpret statewide policy on the use of CALNET services, which entities are subject to CALNET policy, and best practices for non-exempt and exempt entities using CALNET services.
- Actively participate in the resolution of billing disputes between CALNET Customers and CALNET Contractors.

**Develop operational policy, standards and procedures that ensure CALNET Program success.**

15%

**Responsibilities include:**

- Lead or oversee development of Statewide Telecommunications Management Manual (STMM) policy content affecting CALNET Operations responsibilities.
- Ensure all CALNET contract management processes adhere to SAM, including State Contracting Manual provisions, as well as Government Code 11541.
- Oversee or personally develop program documents, flow-charts, swim-lane documents, Kanban graphics or any other appropriate deliverable required to standardize and continuously improve CALNET Program operations.

5%

**Marginal Functions** (Percentages shall be in increments of 5 and should be no more than 5%.)

- Participate in continuous improvement efforts to enhance the methods by which the CALNET program delivers telecommunications and network services to end users.
- Coordinate and participate in special projects and other related duties as assigned.
- Lead or attend vendor, customer, and staff meetings, as required. (Some may be off site.)
- Act in place of the IT Mgr I during absences or as assigned on department-wide projects.

**Work Environment Requirements**

- Possess proficiency with a personal computer and Microsoft business applications.
- Possess proficiency with using web sites, databases, Service Desk software applications, and business application systems that support the contract development and management functions.
- Work additional hours as needed (frequency varies).
- Travel as needed (the most frequent travel is local; rare overnight trip).

**Allocation Factors** (Complete each of the following factors.)

**Supervision Received:**

The IT Spec II receives general direction from the IT Mgr I. Direction is general in nature, including CDT and CALNET goals, program goals, objectives, and due dates. The IT Spec II is expected to interpret those directions.

**Actions and Consequences:**

The IT Spec II researches, analyzes studies, develops plans, and makes strategic recommendations on critical components of the CALNET Program, that can affect statewide public safety, the effectiveness of state and local government statewide telecommunications and data systems, and strategic directives and initiatives. Failure to make correct recommendations would adversely impact and/or cause failure of the delivery and operation of the State of California government and local government and their ability to provide mission critical services.

**Personal Contacts:**

The IT Spec II has regular independent contact with contractors, software/hardware developers, vendors, public utilities, agency executives, CDT staff and executive management, project managers, consultants, communication professionals, government entities and the general public to provide advanced level program expertise.

**Administrative and Supervisory Responsibilities:** (Indicate "None" if this is a non-supervisory position.)

None.

**Supervision Exercised:**

N/A; However, may act as a leader on projects involving the most complex telecommunications, IT or business/contracting assignments.

**Other Information**

**Desirable Qualifications:** (List in order of importance.)

**Ability to:**

- Apply creative thinking and leadership in the architecture and design of IT business processes and supporting systems.
- Prepare professional written reports and presentations, and present technical, procedural or policy information in plain language, both orally and in writing.
- Effectively manage vendors and validate vendor reporting.
- Effectively lead, train and mentor other staff.
- Effectively solve customer service inquiries, problems and issues with tact, diplomacy and professionalism at all times.
- Understand and apply experience and knowledge of troubleshooting telecommunications and network service issues, including SLAs and ITIL principles.
- Work independently as well as cooperatively with others on complex assignments and maintain effective working relationships, as well as confidentiality.
- Analyze information and situations, reason logically, identify and solve problems, draw valid conclusions, and develop effective solutions.
- Successfully manage changing priorities, multiple tasks, and deadlines.
- Use a wide array of technology tools including MS Teams, PowerPoint, Office, Adobe, databases, video recording tools, SharePoint, FTP, reporting tools, databases, and others.

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

SUPERVISOR NAME (PRINT) Bryan Yong	SUPERVISOR SIGNATURE	DATE
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