

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED**RPA NUMBER (HR USE ONLY)****25-129****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 12/30/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I		E. POSITION WORKING TITLE Network Administrator
F. CURRENT POSITION NUMBER 695-380-1402-051		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Infrastructure Services / Enterprise Network / Network Engineering Operations / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Ron Painter, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY, 8AM -5PM		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 Under direction of the Network Engineering Operations, Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I), operates as a team member or works independently, to support and maintain the operational function of the California Department of Technology (CDT) Statewide Data Center Network. This includes providing assistance to functional areas such as Distributed Denial of Service (DDOS) protections, Quality of Service (QOS), Internet Protocol (IPv4, IPv6), optical (fiber), virtualization solutions, functional areas of Metropolitan Area Networks (MANs), Wide Area Networks (WANs), and external customer Local Area Networks (LANs). The IT Spec I, will provide support on a variety of 2nd level network support services which include troubleshooting incidents, network equipment installation, and project assignments. This will include analysis, coordination, and response with customers, vendors, and other CDT personnel.
% of time performing duties 40%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Network installations and Maintenance for the Statewide Data Center in support of customer services: <ul style="list-style-type: none">Respond to and troubleshoot customer and network related incidents received in Infrastructure Services.Monitor and respond to Remedy Asset/Change/Incident/Work Order/Task modules.Perform troubleshooting analyses and resolution support for various network technologies including but not limited to routers, switches, network load balancers, firewalls, Virtual Private Networks (VPN), Virtual and Private Cloud computing, Wireless, Dense Wave Division Multiplexing, (etc.).Install and configure network equipment to include but not limited to routers, switches, and firewalls on behalf of customer Service Requests and Data Center projects.Install operating system upgrades and patches for various network devices.Install copper and fiber optic cabling to internal and external customer specifications.Coordinate with vendors on work on data center network, including Telecommunications (Telco) Vendors to escort, isolate, and resolve network connectivity problems.Provide Technology Recovery support for customers during testing.Maintain and monitor Campus LAN and closet wiring and patch upgrades.Incident Response (occasionally after hours and weekends).

35%

Network Engineering Operational Support:

- Coordinate implementation with stakeholders and the Office of Technology Services (OTech) network hardware located at CDT Data centers and customer locations.
- Research and evaluate network capacity, components, circuit types, configurations and technology.
- Provide technical leadership in large group internal/external customer technical support projects.
- Maintain technical proficiency in CDT's network service offerings and equipment, to include current and future network technologies.
- Participate as a technical specialist in the development of an information systems strategy to support an organization's business goals, and the planning of the implementation of that strategy.
- Coordinate cabinet installation or redesign with appropriate department staff.

20%

Network Analysis and Documentation:

- Maintain network database(s).
- Research and create network documentation and diagrams.
- Attend meetings with peers, vendors, customers, and management as required.
- Research, create and analyze operational requirements and procedures.
- Analyze equipment and performance requirement trade-offs.

5%

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

- Other related duties as required.

Work Environment Requirements

- Periodic overtime, weekends, holidays or on-call status may occasionally be required to meet business needs.
- May be required to travel throughout the state, to install or remove network equipment, work on data center projects, and/or resolve network issues.
- May be required to carry a cellphone or communications device during business hours and occasional off shift and weekends.
- Work is occasionally conducted in a raised floor computer environment.
- Ability to move up to 50 lbs.
- **Must pass a fingerprint and background criminal record check completed by the Department of Justice and Federal Bureau of Investigation.**

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Spec I receives direction from the IT Mgr I. Installations and/or project assignments will be assigned by the unit IT Mgr I. All assignments will be objective based, stressing target dates, accuracy, and will require written update reporting on a weekly basis.

Actions and Consequences:

Decisions and consequences have a major impact to network and system availability. Implementation of data communications solutions at OTech is of extreme importance. Failure to exercise sound judgment could severely impact the network and customer confidence.

Personal Contacts:

The IT Spec I will have frequent communications with OTech's management, technical staff, customers, and data communications vendors.

Administrative and Supervisory Responsibilities Indicate "None" if this is a non-supervisory position.)
N/A

Supervision Exercised:

None; however, may act in a lead role over lower-level staff.

Other Information

Desirable Qualifications: (List in order of importance.)

- Knowledge and background in network principles and concepts.
- Knowledge of Information Technology Infrastructure Library (ITIL) Service delivery and Service Lifecycle concepts and best practices.

- Knowledge of routers, switches, load balancers, content switches and firewalls.
- Experience with design and installation of copper and fiber optic cabling to internal and external customer specifications.
- Experience with maintaining closet wiring and patch upgrades.
- Ability to provide excellent customer service.
- Ability to communicate effectively to meet customers' business needs.
- Ability to present solutions with clarity and precision in written and/or graphic form.
- Ability to communicate and work productively with technical staff, vendors, OTech management, and OTech customers independently or in a team environment.
- Ability to work independently and in a team environment.

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)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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