

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
IT Specialist II	Network Engineering Specialist
NAME OF INCUMBENT:	POSITION NUMBER:
	280-353-1414-976
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Enterprise Infrastructure Services / Network Engineering	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Infrastructure Service Division	IT Manager I
BRANCH:	REVISION DATE:
Information Technology Branch	5/1/2018
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations <input type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency ( <i>specify below in Description</i> ) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other ( <i>specify below in Description</i> )	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) Some overnight travel may be required to move certain equipment.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
Summary Statement (Briefly describe the position's organizational setting and major functions) <b>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</b>  <input type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input checked="" type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering	
Under general direction, the incumbent works as an Architect in the EDD's Infrastructure Services Division (ISD) in support of the organization's enterprise information technology operations, including all associated hardware/software components and the confidential and sensitive data used at the EDD. The incumbent is responsible for the implementation, maintenance and operations of the organization's statewide information technology systems.	

The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

The incumbent acts as an Architect on systems software/hardware projects, and/or on information systems.

Percentage of Duties	Essential Functions
20%	<p>Performs the more complex technical tasks in support of the ISD's lines of business, and serves as system consultant on a rotating basis with other specialists, including providing leadership, mentorship, and training to other Network Services staff.</p> <p>Monitors and assigns all network related Service Desk tickets. Trains and mentors staff to meet ISD standards to ensure that network related problems are accurately diagnosed and resolved in a timely manner.</p>
15%	<p>Monitors and analyzes problem trends utilizing network management tools. Provides capacity and trend analysis reports. Provides architect-level support on all installs and upgrades to switches in the EDD network. Performs site surveys with the appropriate Department of Technology (CDT) and telecom staff for new sites and field office upgrades. Works with Department of Technology (CDT) and telecom staff for installing circuits at remote field office locations. Updates and refines network connectivity documentation such as Visio network diagrams, connectivity maps, data closet and equipment rack layouts.</p>
15%	<p>Maintains thorough understanding and demonstrates architect-level knowledge of the Open Systems Interconnection (OSI) model. Demonstrates knowledge of network traffic patterns and networking topologies. Demonstrates architect knowledge of Software-Defined Data Center and Virtual Private Network. Demonstrates architect knowledge of hardware and software based load balancers and firewalls. Continually monitors and assesses network and application performance. Acts as a specialist and mentors staff with the analysis and resolution of more complex network hardware and software related connectivity problems. Communicates resolutions to lower-level staff and appropriate customers. Ensures resolutions are documented per Service Desk software tools.</p>
10%	<p>Effectively communicates with the project team and with customer contacts, partnering divisions, and branch management. Prepares and gives presentations regarding projects as required. Utilizes presentation skills to effectively report/present findings and deliverables as required.</p>
10%	<p>Develops, implements, and occasionally maintains the more complex software based network management and monitoring tools. Trains staff on the proper usage of the network management and monitoring tools and software.</p>

10%	Acts as a team lead and architect for certain department projects. Supports the evaluation and testing of hardware and software for the client/server infrastructure and systems. Supports Agency network infrastructure refresh and technology enhancements throughout the State.
10%	Responds to any assigned network issues, concerns, or outages. Provides timely and efficient responses to all assigned ticket notifications and provides troubleshooting assistance. Provides management with recommendations to problem resolution. Communicates with all parties involved including customers, support staff, and Service Desk staff to ensure everyone knows estimated resolution times.
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	Invests in personal development through continuous education to maintain position related knowledge in the information technology field with the emphasis in infrastructure services. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout the EDD.
5%	Performs other duties as assigned.

**4. WORK ENVIRONMENT** *(Choose all that apply)*

Standing: Frequently - activity occurs 33% to 66%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Frequently - activity occurs 33% to 66%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other: *Click here to enter text.*

**Type of Environment:**

High Rise    Cubicle    Warehouse    Outdoors    Other:

**Interaction with Customers:**

Required to work in the lobby                       Required to work at a public counter  
 Required to assist customers on the phone    Required to assist customers in person  
 Other:

**5. SUPERVISION EXERCISED:**

*(List total per each classification of staff)*

May serve as lead and mentor

**6. SIGNATURES**

**Employee's Statement:**

*I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.*

Employee's Name:

Employee's Signature:

Date:

**Civil Service Classification**  
IT Specialist II

**Position Number**  
280-353-1414-976

<b>Supervisor's Statement:</b> <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:		Date:
<b>7. HRSD USE ONLY</b>		
<b>Classification and Pay Unit (CPU) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	nsw	1/15/2026
<b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

**Supervisor:** After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file