

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 01/28/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION IT Specialist I		E. POSITION WORKING TITLE IT Contract Specialist
F. CURRENT POSITION NUMBER 695-390-1402-008		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech/CALNET Program/CALNET Operations		I. SUPERVISOR NAME AND CLASSIFICATION Bryan Yong, IT Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY / 8:00-5:00 / DAY		K. POSITION REQUIREMENTS 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>Information Technology Domains (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 type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the general supervision of the California Department of Technology (CDT), California Networks and Telecommunications (CALNET) program, Operations Section Information Technology Manager I (IT Mgr. I), the Information Technology Specialist I serves as a technical project lead; performs business analysis, project management, consultation, and oversight for onboarding newly awarded telecommunication contractors onto complex contracts with thousands of telecommunications services, including transitioning incumbent contractors from expiring statewide telecommunication contracts to new statewide telecommunication contracts. The incumbent is responsible for oversight and ongoing contractor management to ensure compliance of CALNET contract business requirements. The ITS leads telecommunication contractor management activities, communications, and program policy responsibilities.</p> <p>The incumbent performs analysis and recommendations for critical statewide telecommunications contracts and the CALNET program for telecommunications projects, risks, and issues. Conducts and/or reviews analytical studies and surveys and acts as a high-level consultant for CDT management, the CALNET Contract Management and Organization (CMO), technical staff, telecommunications contractors, customers, and other CALNET stakeholders to ensure customers receive telecommunication services to meet critical State business goals and requirements. The incumbent performs all work in accordance with CDT and CALNET Program visions, goals, objectives, policies and practices, California Government Code (GC), State Telecommunications Management Manual (STMM), State Contract Manual (SCM), State Administrative Manual (SAM), Federal Communications Commission (FCC), California Public Utilities Commission (CPUC) and other related laws and regulations.</p> <p>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.</p>
40%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Performs telecommunications contractor management of CALNET contract business requirements</p> <ul style="list-style-type: none"> • Maintain understanding of CALNET technical and business requirements. • Perform as an expert technical lead/project manager performing research, analysis, project management, consultation, and evaluation of telecommunication contract onboarding, transition, and continued contractor oversight. • Review and analyze onboarding and amendment Product Catalog redlines. • Ensure contractors adhere to contractual business requirements mandated by telecommunication contract agreements. • Review and analyze detailed technical and business contract documents, prepare high-level reports, and provide recommendations for management and executives.

	<ul style="list-style-type: none"> Collaborate with CALNET Program Management in documenting Service level agreement (SLA) non-compliance. Facilitate telecommunication and IT contractor meetings to maintain partnerships and ensure contractor contract compliance, including capturing minutes for Service Level Agreements (SLAs), technology updates, service transition and/or migration, contract amendments, fiscal reporting, and State Associated Administration Fee (SAAF) status are accurately depicted for historical purposes. Review and analyze contractor public website and marketing materials, and provide primary approval based on CMO requirements. Perform regular public website audits to ensure contractors continue to meet business requirements, especially after website upgrades or updates. Provide written and verbal status reports to CALNET Operations ITM I, OTech executives, telecommunications contractors, and for multiple audiences, as needed.
30%	<p>Provide customers timely information, guidance, and problem resolution</p> <ul style="list-style-type: none"> Provide timely responses to customer inquiries via the CALNET Help line and email box. Maintain knowledge of CALNET services and respective contractors. Maintain professional and telecommunications knowledge by attending education workshops, self-study, reviewing professional publications and articles, as well as, participating in peer discussion regarding current and future telecommunications service offerings and impact to customers. Research issues and questions regarding CALNET telecommunications services, user instructions, and ordering. Collaborate with CALNET Engineering and CALNET telecommunication contracts staff to develop and maintain Frequently Asked Questions (FAQs) to aid with customer assistance. Maintain knowledge of the CALNET website content and configuration. Develop and assist with training and informational deliverables such as notifications, powerpoint presentations, and videos as needed to advertise CALNET networks and telecommunication services and support the CALNET customers. Perform analysis on non-state entities that self-certify their organization meets CALNET eligibility. Request CDT Legal guidance if a non-state entity appears to not be eligible to submit a Non-State Entity Participation and Agreement (NESPA) form. Maintain customer data in various data repositories.
25%	<p>Perform general CALNET Operations functions</p> <ul style="list-style-type: none"> Reconcile CALNET financial reports to ensure CALNET fiscal solvency including budget, cost recovery (CALNET SAAF, CDT Revenue, and Expenditures) and other funding reports. Develop and maintain CALNET metrics for CALNET management, CMO, and CDT executives. Participate as SME on CALNET Program new automation and current data repository upgrade projects. Participate in statewide policy review and implementation. Analyze, develop, document, and maintain program technology and operational processes with emphasis on streamlining and automating processes when feasible. Prepare program and project deliverable documents as assigned. Maintain individual desk Standard Operating Procedures (SOPs). Cross train with others within CALNET Operations and other CALNET sections to gain more CALNET knowledge and experience. Mentor and train IT Associates for backup and succession planning.
5%	<p>Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)</p> <ul style="list-style-type: none"> Coordinate and participate in special projects and assignments such as Business Impact Analysis (BIA), Business Resumption Plan (BRP), E-Rate Program, etc. Attend State and CDT mandatory training as required. Other duties as required.
	<p>Work Environment Requirements</p> <ul style="list-style-type: none"> Travel may be required to attend meetings and/or training If necessary, work during off shift hours to ensure timely program deliverables.
	<p>Allocation Factors (Complete each of the following factors.)</p> <p>Supervision Received:</p> <p>The incumbent receives general direction from the CALNET Operations Section Manager. The IT Spec II will mentor the ITS I. Work progress will be reported regularly and at management request. Work products are subject to review by CALNET management and CMO.</p> <p>Actions and Consequences:</p> <p>Decisions and recommendations made by the incumbent could have serious and significant impact to the CALNET Program, CDT, and customers. Errors or poor decisions may result in the loss or disruption of</p>

statewide telecommunications and network service to customers. The consequences of poor judgment or advice, or inadequate research may have a negative impact on the reputation of CDT and client confidence in the services provided by CDT and/or negative economic impact to the state.

Personal Contacts:

The incumbent is involved with CDT technical, procurement, project, customer engagement, and financial services staff, as well as customer organizations and telecommunication contractor partners. The incumbent will have a wide circle of contacts and needs to collaborate successfully in a range of professional situations, as well as resolve conflicts to achieve program results.

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

Supervision Exercised:

None

Other Information

Desirable Qualifications: (List in order of importance.)

Knowledge of:

- CALNET solicitations, contracts, directives, policies, and practices.
- Principles of public administration, organization, and management.
- Proficient in MS Office Suite including Word, Excel, Project, PowerPoint, SharePoint, and Visio.
- California Government Code (GC), State Telecommunications Management Manual (STMM), State Contract Manual (SCM), State Administrative Manual (SAM), and other related laws and regulations which apply to CALNET program and contracts.
- Networking and telecommunications technologies.
- Lean principles and other process improvement methodologies.
- ITIL Service Delivery.
- Service Development Life Cycle (SDLC) concepts and best practices.

Ability to:

- Serve as a project lead and liaison to build and maintain effective and productive business partnerships with contractors, customers, CDT staff and management.
- Effectively manage telecommunications contractors, contractor meetings, and validate contractor deliverables.
- Understand encumbrance, accrual, expenditure, and revenue data to accurately analyze and reconcile financial reports and ensure adequate funding and fiscal solvency.
- Provide quality customer service to internal and external customers.
- Provide excellent verbal and written communication.
- Analyze information, reason logically, identify and solve problems, draw valid conclusions, and develop effective solutions.
- Conduct presentations to a variety of audiences.
- Understand and interpret technology contract language.
- Act responsibly with a high degree of initiative, open-mindedness, flexibility, diplomacy, tact, and professionalism to achieve desired results.
- Ability to exercise good judgement, organize workload to accommodate changing priorities, and effectively manage multiple projects and assignments concurrently.

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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