

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 02/2024)



- Current
- Proposed

Civil Service Classification: Information Technology Specialist I
Working Title: Network Administrator
Division Branch Name: Technical Services & Infrastructure Support Branch
Incumbent: Vacant
Position Number: 797-930-1402-005
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Exempt
CBID: R01
Tenure: Permanent
Time Base: Full Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): Information Systems Engineering, Client Services and Information Security Engineering, and Project Management

DESCRIPTION:

Under the general direction of the Technical Services & Infrastructure Support Branch Chief, the Information Technology Specialist I (ITS I) performs a wide variety of tasks requiring regular innovative problem-solving within broadly stated and non-specific guidelines. The ITS I is primarily responsible for overall Network Administration duties for the California Department of Aging (CDA). The CDA network infrastructure consists of on-prem and cloud based solutions and includes various Windows Servers with file and print services, Intranet, SharePoint/OneDrive, Teams, Microsoft Exchange/Outlook messaging services and multiple models of Windows workstations. It also includes gateways, firewalls, switches and Wi-Fi equipment.

ESSENTIAL JOB FUNCTIONS:

45% Network Administration

Manages methods in which data is sent, received, and utilized within the organization to ensure reliable, secure communication and efficient network operations. Tests, evaluates, supports,

implements, administers, maintains, backs up, restores and documents enterprise network and network equipment which include a Wi-Fi and Wide Area Network/Local Area Network (WAN/LAN) for the on-site datacenter with Windows Hyper-V servers, Hybrid Active Directory, File Servers, Print Server, Cloud-based technologies, Microsoft 365 solutions, and Windows Server virtual machines. Monitors, manages, evaluates, troubleshoots and/or repairs on-site and cloud-based infrastructure including network devices such as but not limited to Switches, Firewalls (on-site and cloud-based), Wi-Fi, uninterruptible power supply (UPS), network tools/utilities and temperature/humidity monitoring equipment. Provides ongoing software and firmware testing, installation, management, upgrades, and patches for all network devices and management tools. Executes and coordinates test plans for networking upgrades or releases. Communicates with department staff at all levels to clarify their needs, proposes and describes alternatives, and provides guidance in the effective use of new and existing solutions. Conducts research and performs analysis to recommend network upgrades, cost-effective solutions, and process improvements to meet current and future needs. Monitors and analyzes logs for security incidents, performance issues and potential vulnerabilities on all networked infrastructure and client equipment.

20% 2nd and 3rd Level Helpdesk

Responds to assigned Service Desk tickets and tasks, documents issues and resolutions, and updates the Knowledge Base in the Service Desk system to ensure timely and accurate problem resolution. Troubleshoots user and system issues and provides guidance and assistance to IT Service Desk support staff in resolving complex Service Desk tickets. Collaborates with the Service Desk Team to create and prepare documentation for procedures and troubleshooting, implements remediations, installs and tests new and existing technologies to enhance support effectiveness. Provides outstanding customer service and interacts effectively with all levels of users in a professional, polite, responsive, and courteous manner.

15% Project Management

Applies sound project management principles and follows established standards, processes and guidelines when assisting with Branch or Division responsibilities to ensure projects are delivered on schedule and meet the customer's requirements and expected outcomes. Prepares and reports project status and provides project documentation as required (business requirements, technical specifications, work plans, status reports, etc.) to keep stakeholders informed of project progress. Consults and provides recommendations to executives and leadership for decisions, planning, development, implementation and coordination of projects and outputs to support effective project outcomes. Effectively communicates, collaborates, and coordinates with colleagues and customers to promote teamwork and ensure alignment on project goals and activities.

15% Information Security

Responds to security events in accordance with CDA Security policies and procedures to protect departmental IT assets and data. Reviews CDA network and systems for properly implemented security controls and reports suspicious activity to the Information Security Branch to maintain system integrity and compliance. Analyzes business impact and exposure, based on emerging security threats, vulnerabilities and risks and recommends IT solutions that effectively address the identified gaps to strengthen the department's security practices. Assists in developing and maintaining CDA



policies and procedures from a network security perspective to ensure consistent and updated security practices. Applies the department's policies and procedures when addressing IT needs, including the most potentially sensitive security policies and mandates to ensure compliance and safeguard information technology resources.

MARGINAL JOB FUNCTIONS:

5% Performs other IT related duties and/or special assignments as assigned.

TRAVEL: N/A

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your



supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)

- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

Duties meet class specification and allocation guidelines.

Exceptional allocation, STD 625 on file.

Analyst initials: KG/TB Date Approved: 7/17/2025

Revision Date (if applicable): _____