



## DUTY STATEMENT

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|--------------------------------------|-----------------------------------|
| <b>CLASSIFICATION</b>                | <b>DIVISION</b>                   |
| Information Technology Specialist II | Administrative Services           |
| <b>WORKING TITLE</b>                 | <b>UNIT</b>                       |
| Network/Cloud Engineer               | Information Technology Services   |
| <b>POSITION NUMBER</b>               | <b>COLLECTIVE BARGAINING UNIT</b> |
| 016-190-1414-006                     | BU1                               |
| <b>EMPLOYEE NAME</b>                 | <b>EFFECTIVE DATE</b>             |
|                                      |                                   |

**CSD Mission:**

The mission of the Department of Community Services and Development (CSD) is to improve the economic security of vulnerable Californians through programs and partnerships that support the state’s diverse communities.

**Position Summary:**

Under the general direction of the Chief Technology Officer (CTO), the Information Technology Specialist II functions as the Department’s Network/Cloud Administrator within the Infrastructure Unit. The position entails administration for CSD network systems in the Azure Cloud and On-Prem including switches, firewalls, security monitoring tools such as Microsoft Defender and Sentinel, VMware virtualization in a Private Cloud, and Palo Alto virtual private network (VPN). Serve as back-up to the Server/Storage Administrator in the Azure Cloud.

As a highly skilled Network/Cloud Administrator, the incumbent will develop, configure, and maintain our system platform installations and network services. The incumbent monitors systems and security; network performance; diagnose and repair of systems and network failures; and stays current with emerging trends in Network/Cloud computing hardware and software. The role requires the application of technical skills for needs analysis, work effort planning, documentation development, system performance analysis, and expert technical problem resolution.

**Essential Functions:**

- 35% Network support at CSD involves managing on-premises wired and wireless networks, network access control (Clear Pass) and ensuring the seamless operation of mission-critical systems and data. Responsibilities include installing, optimizing, maintaining, and upgrading network hardware and software, implementing, and maintaining Microsoft Azure and private clouds, and manage networking for all CSD Mission Critical Systems hosted on approximately 100 virtual machines. The role includes performing network health analysis, implementing system upgrades and security patches, and providing comprehensive IT support by installing, configuring, testing, monitoring, troubleshooting, and updating hardware and software to optimize performance and enhance customer satisfaction. Additionally, it involves monitoring system, security, and network performance to proactively identify and resolve issues using monitoring tools to track performance metrics. Conduct needs analysis to determine system requirements and

improvements, plan work efforts, and develop comprehensive documentation for system processes and configurations. Perform system performance analysis to identify areas for enhancement and resolve complex technical problems with innovative solutions.

35% Perform all aspects of configuring and maintaining Microsoft Azure and Palo Alto Network Firewalls to protect CSD's systems and data from unauthorized access and cyber security attacks. This includes developing and configuring system installations to ensure proper set up and integration of new systems as well as implementing regular operating system upgrades and security patches. Implement and maintain the CSD virtual private network for remote access and telework ensuring connectivity and maximum uptime. Resolve all issues or problems in an expeditious manner and regularly communicate status for these mission critical technologies.

25% Implement and maintain the CSD switches, patch panels, data cabling. Liaison with the California Department of Technology on routers and circuits. Submit trouble tickets as appropriate and regularly communicate any outages as appropriate. Coordinates the support of the CSD Call Center Intelligent Voice Response (IVR) System in the Verizon Cloud. Manages user access by adding or deleting call center users and adjusts system queues to ensure optimal performance and response times. Troubleshoots system problems or issues and coordinates with Verizon for TIER II problem resolutions.

**Marginal Functions:**

5% Perform other duties as required and consistent with department needs in alignment with the Information Technology Specialist II class specifications. Participate in activities that contribute to professional growth and development.

**Supervision Received:**

The incumbent works under the specific direction of the Chief Technology Officer.

**Supervision Exercised:**

The incumbent does not supervise but may lead work efforts.

**Personal Contacts:**

The incumbent has contact with the California Department of Technology, Verizon, Microsoft, Aruba and may interact with other CSD units or staff.

**Responsibility for Decisions and Consequences of Error:**

As the result of an error could have consequences for all CSD users, the incumbent will not make any major decisions that impact the functionality of the CSD technology applications and solutions without the supervisor's approval.

**Conduct, Attendance, and Performance Expectations**

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (both orally and in writing) and with tact in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures.

This position performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time; and submits time sheets by the due date.

**Working Conditions:**

- To promote collaboration, team cohesion, and employee development, CSD operates on a hybrid schedule in accordance with both Statewide and CSD's Telework Policies.
- Work at an alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework.
- Work performed in the office is in a climate-controlled building with both natural and artificial lighting.
- Work requires sitting for an extended period using a personal computer and the use of standard office equipment, such as phones, copiers, or scanners.
- Occasional travel may be required to attend meetings, training, and other job-related events.

**Competencies:**

- Customer Service – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- Communication – Listens, writes, and presents ideas, opinions, and information in diverse situations.
- Resilience – Overcomes challenges, does the job, and remains optimistic under pressure and adversity.
- Diversity and Inclusion – Works effectively in an inclusive workplace where individual differences and perspectives are respected and leveraged to achieve organizational goals.
- Innovative – Demonstrates curiosity, develops new insights, considers creative approaches and applies novel solutions.
- Interpersonal Skills – Interacts positively with courtesy, sensitivity and respect with a variety of individuals and makes every effort to understand and relate to others.
- Collaboration - Develops, maintains, and strengthens relationships while working together to achieve results.
- Digital Fluency – Use technology effectively in the performance of one's job. Includes the integration and acceptance of new technology when appropriate.
- Accountable – Makes decisions and remains accountable for those decisions.
- Reliable – Understands the importance of meeting deadlines and following through on commitments.

**Special Requirements:**

**Conflict of Interest:** This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic

Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

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**Employee Acknowledgement:**

*I have read and understand the duties and requirements listed above. I am able to perform these duties with or without reasonable accommodation. (If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from CSD Human Resources, Reasonable Accommodation Coordinator.)*

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Employee Signature

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Date

**Supervisor Acknowledgement:**

*I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.*

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Supervisor Signature

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Date

**Supervisor:**

After signatures are obtained, make 3 copies:

- Send a copy to CSD HR ([csd.hr@csd.ca.gov](mailto:csd.hr@csd.ca.gov))
- Provide a copy to the Employee
- File a copy in the Supervisor's drop file