

YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE Information Technology Specialist I	DIVISION NAME Information Technology Division
WORKING TITLE Network Administrator	OFFICE/SECTION/UNIT Infrastructure and Platform Services Office, Infrastructure Services Section
EMPLOYEE NAME VACANT	POSITION NUMBER 333-350-1402-098

You are a valued member of the Department of FI\$Cal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the direction of the Information Technology Manager I (ITM I), the Information Technology Specialist I (ITS I) works independently as a high-level technical specialist responsible for network administration. The incumbent, as a member of a team or as an individual, leads the network hardware and software evaluation, installation, configuration, testing, documentation, maintenance and operations; provides expertise in network infrastructure and network security systems; demonstrates proficiency in analyzing, testing, documenting, maintaining and supporting enterprise class Cisco switches, Palo Alto firewalls, F5 load balancers, web filtering tools, remote access services, internet, intranet, extranet, telecommunications systems and related devices.

The incumbent provides advanced technical expertise to staff and is responsible for the installation, configuration, testing, maintenance and troubleshooting of network information technology (IT) system problems encountered by the FI\$Cal system teams. The incumbent is responsible for supporting FI\$Cal teams with IT network services from the planning through operational phases of the system.

The duties for this position are focused in the Business Technology Management, Client Services, Software Engineering and System Engineering domains, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED

The ITS I reports directly to the ITM I.

SUPERVISION EXERCISED

None. May act as a team lead as directed by the ITM I.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
45 %	Systems Administration, Maintenance and Support • Evaluate, implement, test, document, deploy, maintain and support the data and voice networking technologies. • Evaluate, implement, test, document, deploy, maintain and support new versions of the hardware, software, firmware, drivers and patches for all data and security equipment and related networking devices. • Evaluate, test, document, maintain and support the department's internet, intranet, extranet and remote access services. • Monitor, configure, implement, test, deploy, maintain and support Systems Monitoring, Alerts, and Reporting for the Network Infrastructure and telecommunications system. • Evaluate and maintain the network hardware and software life cycle including inventory, reporting, and end of life refresh. • Provide technical support to the Service Desk, including troubleshooting user operating problems, application problems, system configuration issues and malfunctions, and network operating problems. • Develop, configure, maintain and support procedures for all complex network equipment backups and restores utilizing the systems backup solution. • Provide technical expertise for the maintenance and support and configuration of the enterprise class network equipment (e.g., F5 load balancers, Palo Alto firewalls, etc.). • Perform performance tuning as well as network performance audits on a regular basis. • Diagnose and resolve the system hardware, software, firmware and network problems. • Provide technical expertise for the maintenance and support of the FI\$Cal solution system's and support tools located in cloud environments (e.g., AWS, Azure, Oracle OCI, etc.).
40 %	• Perform highly complex analytical studies to develop, implement, test and deploy data and voice connectivity for the department's local area network (LAN) and wide area network (WAN) systems. • Act as a project lead to implement, test, document, and deploy complex systems that are required to support FI\$Cal's Network Infrastructure.

	• Develop, implement, test, deploy, maintain and support standard network configurations for all data, voice and security networked equipment (e.g., switches, wireless, firewalls, load balancers, Virtual Private Network (VPN), , 802.1x, Cisco Meraki, Cisco Identity Services Engine (ISE), etc.). • Implement, test, deploy, maintain and support the local area network (LAN), wide area network (WAN), virtual local area network (VLAN,) Wireless in accordance with the systems requirements. • Perform research and provide expert technical recommendations regarding the system enhancements and new technologies to management. • Perform advanced level analytical studies to develop, implement, test and deploy cloud based solutions for FI\$Cal's solution systems. • Identify, recommend and deploy for network cabling projects and cabling accessory needs for copper or fiber
10 %	Documentation and Training • Develop and maintain systems documentation for FI\$Cal's data networks, servers and the support systems, environment, devices and applications (e.g., remote access, VPN, switches, firewalls, intranet, internet, extranet etc.) including configuration, change and release management. • Provide on the job training to co-workers including technical and business staff. • Provide written and verbal presentations to staff, management and business partners when necessary.
<u>% OF TIME</u>	<u>MARGINAL FUNCTIONS</u>
5%	• Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the team/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Associate classification; and

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain

project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCAL's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature

Date

HR Analyst AR

Date Revised: 09/15/25