



DUTY STATEMENT

Request for Personnel Action (RPA) Number	Effective Date
Classification Title Information Technology Specialist I	Position Number 564-274-1402-xxx
Working Title Network Engineer	Bureau and Section Infrastructure Services Bureau Network, Virtualization & Storage Engineering Section

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the direction of the Network Engineering Supervisor within the Network Engineering Section in the Infrastructure Services Bureau, the Network Engineer performs a wide variety of tasks that require regular innovative problem solving and has technical support responsibilities on various complex projects related to System Engineering, involving the more difficult network system configurations including the department's LAN, WAN and DMZ. These complex functional areas include the configuration and maintenance of various protocols (TCP/IP, FTP, SSH, etc.), monitoring and configuration of security devices (firewalls, routers, switches, Load Balancers etc.) and knowledge of the International Standards Organization's seven layer model. The Network Engineer proactively monitors and deduces network capacity based on usage, anomalies, response times, availability and error rates; and recommends an effective course of action to improve and/or prevent security related issues. Additionally, the Network Engineer performs performance monitoring & trending, capacity planning & monitoring, as well as day-to-day maintenance and support activities. The position provides services which encompass the IT domain of System Engineering.

Essential Functions

Percentage	Description

40%	Assists in performing installation, maintenance, support, testing and backup recovery of network products including operating system upgrades and other product release upgrades. In addition, on rotational basis the incumbent will be responsible for analyzing and assigning support tickets, research processes and develop work area tools, evaluate products to determine if they will support and enhance the department's business technical functions. Develop plans and recommendations regarding implementation of changes that will improve the performance of complex enterprise network topologies, including: security improvements, network device fine tuning and protocol analysis.
30%	Coordinates changes with enterprise network customers and distributed network support staff, resolves technical issues that may impact the performance of business critical applications and network operating systems. Works closely with vendors and consultants to ensure the appropriate use of hardware and software tools and ensures that vendor support levels are adequate. Maintains technical expertise and currency in network hardware devices and respective systems software.
25%	Acts as a technical consultant in the development of complex network designs, implementation and troubleshooting on multiple hardware platforms and systems software, working closely with customers, vendors, and other technical staff. Works with technical teams in the evaluation and monitoring of the more complex network devices, and implements change control procedures to ensure changes to the enterprise network systems will not have adverse effects on critical business processes.

Marginal Functions

Percentage	Description
5%	Performs other duties as required.

Employee:

I confirm that I have read and understand the described duties and functions of this position.

Name (Print)

Signature

Date

Supervisor:

I certify that the above information accurately represents the described duties and functions of this position.

Name (Print)

Signature

Date