CALSTRS
HOW WILL YOU SPEND YOUR FUTURE?

[X] PROPOSED
[ ] CURRENT

	EFFECTIVE DATE
BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1405 - 013
DIVISION/UNIT IT Infrastructure & Operations/IT Disaster Recovery & Network Services	CLASS TITLE Information Technology Manager I
INCUMBENT NAME Vacant	WORKING TITLE IT Disaster Recovery & Network Services Manager

CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under general direction of the Director of IT Infrastructure & Operations, the Information Technology Manager I (ITM I) of IT Disaster Recovery & Network Services is primarily responsible for ensuring that the business technology systems are operational and available for conducting CalSTRS business. The incumbent plans, organizes, and directs CalSTRS's IT Disaster Recovery (DR) & Network Services section to ensure enterprise IT systems are reliable, secure, and aligned with business objectives. The incumbent provides leadership over disaster recovery, network planning, architecture, engineering, administration, and operational support. The incumbent directs the development and execution of IT DR & Network Services strategies, makes high level decisions and is results oriented, plays a major role in formulating IT strategy and policy, and manages the most complex IT projects.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
	ESSENTIAL FUNCTIONS
25%	Develop long-term strategies and technical roadmaps that align with organizational objectives and support business growth and digital transformation. Ensure the network is scalable, secure, and adaptable to evolving technologies and business needs. Plan future capability needs, identify risks, and implement mitigation strategies. Evaluate and integrate emerging technologies such as AIOps, zero-touch provisioning (ZTP), network-as-a-service (NaaS), edge computing, micro-segmentation, and secure access service edge (SASE) to modernize network services and maintain responsiveness to business requirements. Oversee the implementation of continuous improvement practices, governance standards, and compliance frameworks to ensure network reliability and alignment with business strategic goals.
25%	Direct the operation, monitoring, and optimization of CalSTRS's complex network services to maximize the availability and performance of CalSTRS's advanced distributed network, including multi-cloud environments. Provide leadership to resolve outages and performance degradations, monitor resource utilization, manage capacity, track inventory, perform monitoring, and manage real-time alerts. Oversee the maintenance and operation of physical and virtual firewalls, wireless devices, ZTNA solutions, NAC equipment, routers, and switches. Ensure regular patching, firmware upgrade, and hardware lifecycle management. Define and enforce standard operating procedures (SOPs) and governance for the technical team to ensure consistency and agility. Provide directions for staff to develop policies, standards, and guidelines related to the effective and efficient delivery of network services. Continually review and refine processes and procedures to improve maturity and quality of customer services.
25%	Provide oversight and coordination for the enterprise disaster recovery program, serving as the central authority for cross-functional IT resilience activities. Direct the design and execution of DR plan, technology recovery orchestration, and regular DR exercises. Lead the Incident Command function during high-stakes outages and direct rapid-response efforts while providing real-time briefings to stakeholders on recovery milestones and financial impact. Champion a culture of resilience across the organization, influencing stakeholders to adopt frameworks such as NIST 27001 to safeguard CalSTRS brand reputation and operational continuity. Conduct periodic risk assessments, validate recovery processes through scheduled drills, and ensure that recovery time objectives (RTO) and recovery point objectives (RPO) are consistently met. Collaborate with the Business Continuity (BC) team to perform annual enterprise-wide business impact analysis (BIA).
20%	Enforce security standards across IT network domain to safeguard organizational systems and data. Implement and maintain advanced security measures such as network access controls, secure service edge, zero trust architecture, intrusion detection and prevention systems, security guardrails, multi-factor authentication, and other protective technologies to defend against cyber-attacks. Ensure all IT activities comply with applicable laws, regulations, and industry standards. Implement security tools and measures to protect sensitive data, monitor emerging threats, and coordinate with security teams to identify

	vulnerabilities and mitigate risks. Assist with security audits, proactively mitigate security risks, and provide compliance oversight.
5%	**MARGINAL FUNCTIONS** Oversee all aspects of team leadership including hiring, coaching and conducting performance review to ensure professional growth and alignment with organizational objectives. Develop strategies for succession planning, foster collaboration across team members, promote continuous learning and skill development. Perform other duties as needed.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the Competency Guide on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

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 NAME (Print)	SUPERVISOR'S SIGNATURE	DATE SIGNED

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*
- *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 NAME (Print)	EMPLOYEE'S SIGNATURE	DATE SIGNED