

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-036-1414-973				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Network and Server Operations – Elk Grove, CA		CLASSIFICATION TITLE Information Technology Specialist II				
		WORKING TITLE Senior Network Operations Engineer				
		COI Yes ☐ No ☒	WORK WEEK GROUP E	CBID R01	TENURE LT	TIME BASE FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities. CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN: System Engineering						
Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II serves as the Senior Network Operations Engineer, demonstrating a depth of leadership and expertise while performing a wide variety of complex tasks in support of System Engineering. The Senior Network Operations Engineer optimizes and applies architecture solutions for the benefit of the overall organization and heavily participates in advising and/or formulating information technology strategy and policy within the Department. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel to institutions and after hours support of California Correctional Health Care Services (CCHCS) software applications and systems may be required due to operational need.						
% 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. (Use addition sheet if necessary)					
	ESSENTIAL FUNCTIONS					
40%	Service Management Support Develops and ensures security solutions and technical artifacts are in place throughout all IT systems and platforms. Monitors and assesses security controls, conducts security impact analyses, and reports system security statuses. Performs risk assessments and recommends IT solutions. Analyzes incident-related data and determines the appropriate response. Designs new					

	technologies, architectures, and solutions to support security requirements. Develops implementation plans including cost-benefit or return on investment analyses. Designs infrastructure configuration and change management standards or requirements. Develops and updates project plans for IT projects. Leads and mentors project teams. Manages project(s) to ensure adherence to budget, schedule, and scope. Reviews software design, and implements the enterprise data models using standardized modeling tools to align technology solutions with business strategies. Manages integration of information systems and/or subsystems. Performs configuration management and release management for components. Verifies stability, inter-operability, portability, security, or scalability of system architecture. Creates backup and recovery strategies. Conducts disaster and recovery analysis, planning, implementation, and administration for systems. Monitors and conducts audits of system capacity, performance, and traffic analysis.
30%	Acts as a technical leader, provides technical leadership and expertise in planning, configuring, and supporting CCHCS' most complex network architectural design and environment. Provides analysis of processes, procedures, and policies required to configure and maintain a secure network environment. Researches and tests changes to the network design and architecture for stability and security of the CCHCS environment. Independently works with customers, CCHCS IT staff, headquarters, field staff, and other stakeholders to evaluate, analyze, and recommend network upgrades and replacements based on program needs and technological advancements. Participates in the development of policies and procedures for network systems, validation, retention and storage, retrieval, dissemination, back-up, access and permissions. Collects, monitors, and reports cost, schedules, and benefits for department data services and projects. Participates in the review and approval of hardware installation procedures and disaster recovery plans and procedures. Works with partner agencies and departments to provide a stable and secure network design and architecture for the CCHCS. Manages the tasks associated with the implementation of the Enterprise Network Infrastructure, which encompasses Switches, Routers, Firewalls, Wireless Access Points and Monitoring utilities. Ensures all procedures are in compliance with the State Administrative Manual (SAM) and the Department Operations Manual (DOM). Coordinates with other team members to schedule work.
15%	Develops, implements, and reviews new and existing IT policies, standards and procedures. Documents data communication configurations. Acts as an expert technical resource in collecting, monitoring, and reporting costs, schedules, and benefits for department data services projects. Develops and delivers presentations regarding policy and procedure changes and updates to IT staff and management. Reviews and approves hardware and software installation procedures, migration and conversion procedures, backup and recovery plans and procedures, and disaster recovery plans and procedures. Maintains version control of network and security hardware systems and special purpose vendor supplied application software and licenses. Provides second level support to IT field staff on complex issues.
10%	Develops and maintains technical documentation on network and security systems used in the Enterprise Network environment. Acts as a coordinator during troubleshooting incidents. Assists with server, application, and desktop services. Provides expertise and assistance for production incidents on a 24-hour availability basis. Identifies and resolves security, network, computer systems, and printing configurations issues. Develops and reviews disruption reports and correction plans. Provide constant email communications to Leadership and technical teams during network outages.
5%	Performs other related duties as required. Travels to assigned institutions due to operational needs.

KNOWLEDGE AND ABILITIES

Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work.

Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.

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.

Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the Department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the state of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and State and federal privacy laws, policies, and standards.

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.

Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

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.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

DESIRABLE QUALIFICATIONS

Knowledge of: Experience managing Cisco Enterprise products including switches, routers, intrusion detection appliances, firewalls, wireless LAN controllers and access points; IT systems (software) Operating Systems and (hardware) equipment; recognize its capabilities and interfaces between software and hardware.

Ability to: Write complex programs; develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; communicate effectively; prepare effective reports; coordinate the activities of technical personnel; prioritize work and execute on critical tasks, perform effectively under pressure and lead by example and respect of others.

Work with California Department of Technology (CDT) to address any hardware device IP/ cabling and/or equipment installation, updates and/or failures as needed. Maintain/Update existing Hardware Device and Software installation/configuration Detailed Design Deliverables. Work with State, and vendor resources as necessary to define/implement new or updates of existing network requirements and maintain/Update Business Requirements Deliverables.

Experience in: Gathering requirements, installation, implementation and ongoing operational support of the most complex information technology systems within a State environment and State/Vendor Data Center. Design, configure, and maintain: Cisco hardware, software, licensing and SmartNet products; InfoBlox, SolarWinds software products; APC hardware and software products; F5 hardware and management products; Vulnerability scanning products; Software Define Network hardware and management products for WAN and LAN.

	OTHER DOMAINS Project Management <i>Ability to:</i> Apply the principles, methods, techniques, and tolls for developing, scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management. SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT - CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a “NO HOSTAGE” policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this. SPECIAL PHYSICAL CHARACTERISTICS - Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time. Persons appointed to this position are expected to frequently use various forms of travel to multiple institution locations throughout the state of California. SPECIAL PERSONAL CHARACTERISTICS - Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts. - Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement. - Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner. - Ability to build trust, improve communication, and assist with the transformation of correctional culture.	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE