

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-036-1402-023				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Infrastructure Services, Network Operations - Elk Grove		CLASSIFICATION TITLE Information Technology Specialist I				
		WORKING TITLE Network Engineer Specialist				
		COI Yes ☐ No ☒	WORK WEEK GROUP E	CBID R01	TENURE P	TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Dr. - Headquarters				
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 direction of the Information Technology (IT) Manager I, the IT Specialist I will act as the technical team member of the Enterprise Network Team and is responsible for complex project, network and infrastructure initiatives for CCHCS. These functions include, but are not limited to, working as a team member on project requirements, analysis, general design, development, implementing, and maintaining the daily operational readiness of the existing network infrastructure. 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 CCHCS networking 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%	Participates in the planning, analysis, design, development and maintenance of complex networking systems essential to the mission of the overall of CCHCS. Participates in Post Implementation Evaluations, and reviews processes through lessons learned, systems evaluations, and customer experience feedback. Determines the impact of data communication upgrades and coordinates data communication services implementation in CCHCS Enterprise Network Infrastructure environment. Acts as a technical advisor and consultant to customers, IT staff, management, vendors and contractors, and provides expert guidance on information systems planning, and provides technical guidance and direction. Coordinates and ensures effective configuration management and change control.
30%	Coordinates the high level - technical aspects of complex network infrastructure projects and ensures critical components are addressed and completed. Coordinates with technicians and project managers to review deployment and maintenance components of network devices for project plans. Coordinates 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 and the Department Operations Manual. 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; such as, hardware and software installation procedures, migration/conversion procedures, backup/recovery plans and procedures, and disaster recovery plans and procedures. Acts as an expert technical resource in collecting, monitoring and reporting costs, schedules and benefits for department data services projects. Maintains version control of network hardware systems and special purpose vendor supplied application software and licenses. Provides second level support to IT field staff on complex issues.
10%	Coordinates troubleshooting incidents. Assists peers resolve complex server and desktop issues. Provides expertise and assistance for production incidents on a 24-hour availability basis. Identifies and resolves network, computer systems, and printing configurations issues. Develops, creates, and reviews disruption reports and corrective action plans.
5%	Performs other related duties as required.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> 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. <i>Ability to:</i> 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.

DESIRABLE QUALIFICATIONS

Knowledge of: Networks and network services; Domain Name Server (DNS), Dynamic Host Configuration Protocol (DHCP), Firewall and Load Balancers; and creating automation scripts on systems within enterprise network systems.

Ability to: Engineer, install, configure, and troubleshoot all aspects of enterprise network services.

OTHER DOMAINS

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 30 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.

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 HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

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
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