

PROPOSED

RPA NUMBER (HR USE ONLY)

25-247

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 07/31/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Network Engineering Manager
F. CURRENT POSITION NUMBER 695-380-1405-007		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-380-1405-007
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Infrastructure / Enterprise Network / Network Engineering Implementation / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Stephen Bradley, Information Technology Manager II
J. WORKDAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) M-F / 8:00 AM TO 5:00 PM / DAY	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☐ Business Technology Management ☐ IT Project Management ☐ Client Services ☐ Information Security Engineering ☐ Software Engineering ☒ System Engineering
	Organizational Setting and Major Functions Under the general direction of the Information Technology Manager II (IT Mgr II) of the Enterprise Network Branch (ENB), the Information Technology Manager I (IT Mgr I) oversees the Network Engineering Implementation (NEI) team. The IT Mgr I ensures that both internal and external customers of the California Department of Technology (CDT) receive the full value of NEI services. The IT Mgr I may also provide day-to-day coordination and oversight for Senior Telecommunications Engineers (STE), who report to the Infrastructure Services Deputy Director, and Associate Telecommunications Engineers (ATE), who report to the Enterprise Network Branch Manager. These STE and ATE staff work in a matrixed relationship with ENB. The IT Mgr I is responsible for managing NEI staff and overseeing their daily operations while identifying, developing, and planning the implementation of new technologies and network services that align with CDT's strategic goals. The role includes serving as a project leader or team member on highly complex, cross-functional initiatives and providing strong leadership, guidance, and support to staff. The IT Mgr I also delivers the highest-level troubleshooting support for all ENB services, including CGEN, CDT SASE, SD-WAN, FRS and FRS-E, Cloud Provider Interconnect (CPI), Server Load Balancing, Prisma Access VPN, and other current or emerging CDT network services. Additionally, the position participates as a member of the ENB management team, helping develop division standards and procedures, communicating management directives to the unit, and supporting the goals and decisions of senior leadership.
% of time performing duties 35%	Essential Functions (Percentages shall be in increments of 5 and should be no less than 5%.) Perform managerial and supervisory activities for Network Engineering Implementation team. - Develop plans to accomplish Office of Technology Services (OTech) goals and objectives related to network architecture and implementation services, in accordance with organization mission and strategic plan. - Support and advocate management's philosophy, policies, and procedures. - Ensure subordinate employees comply with all Office of Technology Services (OTech) policies, office standard operating procedures and department and agency protocols. - Lead projects for NEI and/or ENB, using a variety of principles, methods, and tools for developing, scheduling, coordinating and managing projects and resources-including monitoring and reporting on costs, work, and contractor performance. - Perform managerial and supervisory activities for Network Engineering Implementation team. • Develop plans to accomplish Office of Technology Services (OTech) goals and objectives

% of time performing duties	related to network architecture and implementation services, in accordance with organization mission and strategic plan. • Support and advocate management's philosophy, policies, and procedures. • Prioritize internal and external customer requests based on the criticality of the problem and the organizational constraints to determine appropriate response. • Monitor for, follow up on, and correct deviations from process to ensure high quality of work. • Encourage team building, facilitate cross training, promote continuous improvement, and create a positive climate for change. • Participate as a management team member developing division standards, processes, and procedures. • Interact with peers, both internal and external to the NEI at every level to operate and maintain network services to support internal and external customers in achieving their business goals and objectives. • Foster methods of creative decision-making and problem solving and provide continuous feedback to employees. • Participate with internal units to analyze costs for new network services or technologies and assist with the development of rates that will recover identified costs. • Present solutions to problems with clarity and precision in written and/or graphic form. • Provide Level 2 and 3 incident Management Response, which might require after-hours and weekend support.
35%	Manage NEI staff and oversee the identification, development, planning, and implementation of new technologies and network services in support of CDT strategic goals; provide leadership, guidance and support for staff; and ensure NEI is capable of providing the highest level troubleshooting capability for all services provided by ENB, including but not limited to: CGEN, CDT SASE, SD WAN, FRS and FRS-E, Cloud Provider Interconnect (CPI), Server Load Balancing, Prisma Access VPN, and any other current or future CDT network services. • Provide management oversight of the staff responsible for the design, implementation and architecture of CDT's network infrastructure, to include but not limited to: data center, CGEN, SD WAN, SASE, FRS and FRS-E, CPI, VPN, Internet, Equinix, and public cloud, etc. • Provide turnover to Network Engineering Operations of new technologies or services, accompanied with appropriate technology and/or service documentation and training, and ensure staff are adequately trained and cross-trained. • Supervise the delivery of Network Engineering Implementation services on behalf of the California Department of Technology (CDT) for internal and external customers. • Ensure NEI team members collaborate effectively with the other ENB engineering and provisioning teams and staff to improve the quality and timeliness of services provided by Infrastructure Services. • Ensure solutions to problems are presented with clarity and precision in written and/or graphic form. • Develop and manage staff ability to analyze information and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions. • Ensure the NEI team can provide the highest level of technical consultation, analytical work, knowledge, and skill needed to respond to the most complex infrastructure and/or customer network designs and deployments. • Manage cross-training and knowledge transfer of subject matter experts in the NEI team (including matrixed Telecommunications Engineers) to other members of the team to ensure development of skills and experience for all team members. • Oversee staff participation in the Enterprise Service Delivery (ESD) POD process, as needed. • Manage staff remediation of various audit findings to ensure CDT meets customer requirements based on their need to maintain regulatory compliance, and to ensure CDT provides the highest level of security possible for CDT provided services.
25%	Perform day-to-day supervisory and administrative activities for NEI. • Develop and update duty statements for unit employees, as needed; establish performance expectations; complete Performance Appraisal Summary reports and individual development plans annually; complete probationary reports on a timely basis and other performance management activities including adherence to the State's progressive discipline policy, which includes taking corrective or disciplinary action, as necessary. • Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and State policies, personnel-related laws, rules,

% of time
performing duties

established OTEch administrative processes and procedures and collective bargaining agreements.

- Serve as an active member of the Enterprise Network Branch management team by contributing to management team decisions impacting the network and/or the department.
- Manage the administrative processes of NEI, including authorizations for vacation, sick leave, overtime, training, and travel.
- Coordinate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements.
- Responsible for team member succession planning and ensure there are employees who can perform multiple functions.
- Participate in the development of Branch standards and procedures and ensure team's processes and procedures are documented and centrally accessible to staff.
- Relay management team information to NEI team members and represent NEI in management team decisions.
- Serve as the NEI Incident Manager and report status of high and critical outages/incidents involving NEI Level 2 and Level 3 to Infrastructure Services management team.
- Identify and address obstacles to providing good service and to exchange information relative to customer requests, customer needs and service offerings.
- Using customer feedback and observations of team members and other ENB teams, identify problems, delays or frustrations which can be reduced or eliminated by modifying and improving work processes and determine ways to implement them.
- Provide a high level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload.
- Management of ENB procurements, budget forecasting and the hardware/software inventory.

% of time performing
duties
5%

Marginal Functions (Percentages shall be in increments of 5 and should be no more than 5%.)

Other related duties required by the ENB IT Mgr II.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice and the Federal Bureau of Investigation.
- Will be required to carry a mobile cell phone.
- May be required to work outside of normal work schedule.
- Occasional travel may be required to perform assigned duties, attend training and attend customer meetings.
- Consistent, predicable attendance is required.
- The incumbent must be able to work effectively in a high paced and occasionally stressful environment, in which competing priorities often must be resolved.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr I receives general direction from the ENB ITM II. Assignments will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, and individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

The IT Mgr I makes decisions of major impact on CDT's ability to deliver quality services to customers. All Agency services relying on network infrastructure, reliability and availability are dependent upon sound decisions and recommendations in the network area. Errors or omissions by the incumbent can result in disclosure or loss of confidential material, or in the extended interruption of essential communications services.

Personal Contacts:

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Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

The IT Mgr I is responsible for planning, budgeting, participation in rate setting, recruiting, selecting, placement and development of personnel, management of vendor and consultant contracts, and delegation to technical staff for execution of day-to-day operations.

Supervision Exercised:

The IT Mgr I supervises IT Spec II's external contractor(s) and can provide oversight for Senior and Associate Telecommunication Engineers.

Other Information

Excellent customer service and sound professional judgement are required.

Desirable Qualifications: (List in order of importance.)

- Possess strong supervisory and management skills to perform effectively in a complex environment with multiple competing priorities and demands.
- Possess strong team leadership, staff development, interpersonal, problem solving and negotiation skills.
- Extensive knowledge of and experience with WAN, MAN, LAN, data center, public cloud and Internet networking technologies, protocols, equipment and software.
- Ability to analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Knowledge of the Information Technology Infrastructure Library (ITIL)
- Knowledge of state policies and procedures governing procurement and the use of technology.
- Knowledge of information technologies and trends.
- Experience using principles and techniques of effective personnel management and supervision.
- Experience with project management techniques and methodologies.
- Must be able to communicate effectively, both verbally and in writing, with technical staff, vendors, OTech management, and OTech customers in a professional consulting role.
- Ability to work under pressure and ensure timely completion of projects.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

Stephen Bradley

SUPERVISOR SIGNATURE

DATE