

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services Branch	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1414 - 044	
DIVISION/UNIT IT Infrastructure & Operations/IT Disaster Recovery & Network Services	CLASS TITLE Information Technology Specialist II	
INCUMBENT NAME Vacant	WORKING TITLE Senior Cloud Network Engineer	
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 the general direction of the IT Disaster Recovery & Network Services Manager, the Information Technology Specialist II (ITS II) works on a wide variety of tasks requiring innovative problem-solving in designing, implementing, managing, and troubleshooting CalSTRS networks including our HQ campus, co-location facilities, Member Service Centers, Satellite Offices, and Cloud network connectivity. The ITS II is responsible for acting as a lead and maintain expertise in supporting and administering complex cloud network services for CalSTRS. The incumbent possess an expert level of knowledge, skills, and abilities in all aspects of cloud networks that provide the following services throughout the department which include but not limited to, the Amazon Web Services (AWS) cloud hosting, Azure Cloud Services (ACS) cloud hosting, Google cloud, public cloud infrastructure, co-location architecture, cloud application programming interface (APIs), and protocols that enable a hybrid network model. The incumbent maintains working knowledge of deployment and management of cloud network services and integrate across local and wide-area networks through virtual private networks (VPN). The ITS II partners with business staff, infrastructure architect, management, and other technical experts to develop and maintain the long-term architectural, maintenance, and support strategies for CalSTRS networking systems. The incumbent makes networking architecture decisions for project teams and ensures those decisions are consistent with long-term strategies and architecture.		
% 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.	
35%	ESSENTIAL FUNCTIONS Develop, maintain, and optimize a long-term architectural strategy for CalSTRS network infrastructure. Provide leadership, guidance, and expertise with respect to networking operations, concepts, processes, and principles. Provide in-depth technical network design, planning, optimization, implementation of cloud solutions, and ongoing support for network infrastructure operations. Ensure the cloud network is responsive to evolving business needs. Ensure security measures are compliant with CalSTRS security policies/practices as well as relevant legislation and guidelines. Implement effective security strategies on hybrid cloud networks. Perform risk assessments and recommend solutions. Provide guidance and expertise on data integrity and network security. Assist subordinate staff with diagnosing network problems, developing effective solutions, resolving problems, identifying appropriate cloud providers, and scaling cloud services to serve business.	
35%	Provide expert technical support required to maintain the CalSTRS IT networks. Provide expertise to business stakeholders to determine growth plans. Develop and maintain documentation on network systems. Act as expert and lead over CalSTRS headquarters (HQ) and Member Service Centers (MSCs) network connectivity. Act as an expert and mentor to subordinate staff with the analysis and resolution of the most complex network hardware and software related connectivity problems; Communicate resolutions to staff and appropriate customers and ensure resolutions are clearly documented. Monitor usage and utilization of hybrid cloud networks and services. Identify appropriate cloud providers and Architect and support network equipment refresh and technology enhancements for HQ and MSCs.	
25%	Provide consulting and project management activities. Assist customers in assessing their IT needs to determine the suitability of proposed network solutions. Provide expert technical advice for enterprise projects, proposals, business cases, and other proposed changes by identifying risks or issues. Identify, define, and document customers' business and technical requirements. Assist in development of requests for proposals, requests for information, and criteria of evaluation of vendor proposals, products, and services.	

5%

MARGINAL FUNCTIONS

Communicate effectively, orally, and in writing, with peers, clients, customers, and high-level staff in both technical and non-technical terms. Work with vendors to provide quotes, rates, and oversight. Analyze compliance with contract specifications. Prepare statistical reports for decision making.

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
- Ability to provide after-hours support during weekends, holidays, evenings, and when needed

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