

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1414-045
Classification: Information Technology Specialist II (System Engineering)	Tenure/Time Base: Permanent/ Full Time
Working Title: Senior Network Engineer	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Technology and Support Branch/ Public Health Applications and Technology Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under general direction of the Information Technology Manager (ITM) I, Chief of the Public Health

Confidential - Low

Applications and Technology Section (PHATS), the Information Technology Specialist (ITS) II serves as a Senior Network Engineer and Infrastructure Specialist responsible for planning, designing, developing, implementing, and supporting solution architectures for applications, databases, networking, and information security across on-premise and cloud environments.

The ITS II consults with, and provides guidance to, information technology (IT) and program staff for all IT infrastructure administration workloads, including technical requirements development, building and deploying systems and servers, and monitoring, tuning, and troubleshooting systems for optimal performance and system availability.

The ITS II acts independently as a highly technical specialist, leading IT projects, conducting research, and ensuring the integrity, security, and efficiency of enterprise systems. The position maintains current knowledge of industry trends, cloud technologies, and infrastructure best practices and applies this expertise to improve system reliability and performance.

The ITS II proactively learns new concepts, understands system-to-system relationships and interfaces, and collaborates effectively with business partners and development teams to meet program goals and objectives. The ITS II maintains strong organizational, analytical, and communication skills; participation in meetings and documentation; and timely completion of assignments.

The ITS II ensures application architecture and enterprise-wide shared on-premise and cloud services align with CDPH standards and strategic direction by designing technology solutions that support public health outcomes, data-driven decision-making, and secure interoperability across CDPH programs, other state departments, federal partners, and external vendor SaaS or cloud platforms.

The ITS II performs duties within the Software Engineering, Systems Engineering, and Business Technology Management domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Occasional travel, 5% of In-State to remote offices
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: This position will support mission critical production systems after hours and On-Call, as required, and carries a high degree of responsibility to maintain system uptime and to secure highly sensitive data.

Essential Functions (including percentage of time)

- 25% Serves as lead on application software development, system and network administration, and security for new or existing on-premise and managed cloud applications at all stages and in all environments. Manages firewalls, support load balancing (F5). Performs complex system analysis and design for new development and/or modifications to existing systems in

compliance with departmental policies, guidelines, and standards. Gathers and develops technical requirements, system specifications, network diagrams, and other technical documentation. Provides technical support for critical systems hosted on-premise and cloud-based SaaS, IaaS and PaaS, and other custom-built systems including, but not limited to, software installation and version upgrade, backup and restore, jobs setup and scheduling and various programming tasks. Reviews existing service-monitoring tools, error logs, system health checks and alerts; and updates as necessary and develops new health checks to further improve operations using scripting tools and platforms. Performs ongoing maintenance and operation (M&O) work using the Branch's suite of technology tools, platforms, and programming languages (e.g., Oracle, DB2, SQL, Okta, Octopus deploy, Azure platform, Application Insights, Databricks, SQL Servers, Power BI, Windows Server, Visual Studio, ASP.NET, C#, Python, PowerShell, Kusto, SQL). Migrates and modernizes legacy systems.

- 25% Maintains expert working knowledge of industry technologies, best practices, and trends; and makes recommendations to management on the adoption of new tools, platforms, processes, and procedures to improve operational efficiencies. Designs, configures, and manages standards of requirements for project plans for IT projects, while ensuring adherence to budget, schedule, and scope. Reviews software architecture and makes recommendations regarding technical and operational feasibility. Conducts security analyses and reports statuses to leadership; performs risk assessments and recommends IT solutions on CDPH information security processes; analyzes incident-related data and determines the appropriate response; and develops implementation plans including cost-benefit or return on investments. Writes technical documentation/end user training of complex systems, processes, and procedures with sufficient detail to enable other technical staff to support and maintain systems. Provides high-level technical expertise, leadership, communication, and mentoring support to project team members, technical staff, vendor consultants, and program customers aligning with technological modernization strategies in support of CDPH programs.
- 25% Serves as lead in providing database and server administration including, but not limited to, database design, creation and implementation, installation/configuration of servers and software, resolution of complex technical problems, security monitoring, database and system performance monitoring and tuning, database and server backup and recovery, windows multi-node cluster, failover, ETL, and problem troubleshooting and resolution. Develops, evaluates, and maintains standards and procedures related to database design, configuration management, quality assurance, change control process, database integrity and security, backup recovery and maintenance activities, implementation plan, and installation of new enhancements and releases of software. Installs, configures, and supports various ETL and reporting database software.
- 10% Drives the analysis and re-engineering of existing business processes; identifies and develops the capability to use new tools; and identifies and leverages the enterprise's knowledge resources. Establishes and implements organizational goals, objectives, policies, and operating procedures. Manages and evaluates operational effectiveness and continuously implements process improvements. Assists in efforts to procure IT applications products and services. Develops vendor requirements and evaluates vendor proposals. Coordinates and communicates with IT staff via meetings and other communications that includes vendors and external entities, to evaluate products and services offered, to ensure conformity with departmental methods, standards, and best practices.
- 10% Serves as a subject matter expert in the maintenance and support of application system server including, but not limited to, installation, configuration, security, and optimization to accomplish

updates and interoperability between disparate systems. Configures and administers authentication protocols to protect data in all zones while allowing validated access for system users. Conducts routine maintenance including, but not limited to, server performance monitoring and fine-tuning, security patches, hot fix, backup, and disaster recovery testing. Responds to production incidents and calls; performs impact assessment; provides technical troubleshooting; and researches, analyzes, and mitigates resolution to restore service. Ensures that management, program partners, help desk personnel, and internal and external stakeholders are kept informed with periodic updates on status of resolution. Conducts post incident, root-cause analysis. Provides end-user training on a statewide basis on accessing and using the applications and reports generated from data obtained through systems. Develops and presents technical materials such as job aids, workbook.

Marginal Functions (including percentage of time)

5% Performs other work-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: D.S.

Date: 9/11/26