

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Information Technology Specialist I	HEADQUARTERS: Costa Mesa
	WORKING TITLE: Network Engineer	
PROGRAM/UNIT: Office of Policy & Administration/ Information Technology/ Enterprise Operations & Security/ Infrastructure Operations	POSITION NUMBER: 163-163-1402-014 (12049)	CBID: R01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Information Technology Manager I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:

The Information Technology (IT) Specialist I, Southern Region Office, Network Engineer, is under the direction of the Infrastructure Operations Manager, IT Manager I. The IT Specialist I will also be under the on-site, functional direction of the Program Manager II, Southern II Division.

2. SUPERVISION EXERCISED:

This level does not supervise but may lead.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):

Physical tasks include sitting for extended periods at a computer workstation in an office setting with artificial light and temperature control. The incumbent will work a minimum of 40 hours per week, with possible overtime in the event of an emergency. Work may be required during non-normal production hours. In the event of an emergency, this position is responsible for preparing hardware and software to be moved to a remote location. Travel by automobile, commercial aircraft, and public transportation to locations throughout the state may be required for regular and emergency operations. May be required to lift computer equipment and related items that weight up to 50 pounds.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):

Daily contact will be made with a wide range of systems users to provide technical information and solve problems. This position will also contact users and staff throughout the organization to discuss operational or business needs and systems requirements.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):

The California Governor's Office of Emergency Services (Cal OES) is responsible for disaster response, planning preparedness and training. This position has a high level of responsibility for support of department wide administrative applications as well as other mission-critical web-based applications. Lack of support for these applications could result in failure of these applications, which would cause cost overruns, and lack of delivery of critical information.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational-related training and participate in one of three Readiness Teams that rotate activation availability monthly if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment, it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby, or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under direction of the Infrastructure Operations Manager, the IT Specialist I will provide support for the highly complex user and device connectivity and data services tasks. During emergencies, and for on-site direction, the IT Specialist I is under the functional direction of the Program Manager II, Southern II Division. These tasks will include but are not limited to the design, implementation, and maintenance of a switching and routing environment supporting Cal OES. This will include the monitoring of network traffic and events. Other minor tasks include Active Directory (AD) administration and configuration. Cal OES utilizes a multi-cloud, hybrid, hyperconverged environment, so the incumbent will be responsible for the networking components of the hyperconverged and cloud environments. The IT Specialist I will also maintain/support the ServiceNow Configuration Database (CMDB) to ensure accuracy for Configuration Items (CI).

This position works independently at times with little or no direct supervision and as a member of diverse project teams. Excellent communication and documentation skills are a must. This position provides data services critical to the security and success of the Cal OES operational mission.

This position will deal with the California Law Enforcement Telecommunication System (CLETS), Law Enforcement Sensitive (LES), and DHS/ FEMA Secure information and services, as such; a background check via Live Scan. This position will require driving to other locations to perform system maintenance and deployments.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
25%	Provide administration and support for Enterprise Infrastructure (routers, switches, firewalls) • Design and implement a robust network topology to interconnect Cal OES facilities • Support remote sites utilizing terrestrial and non-terrestrial data services (i.e. Microwave, Cellular, and Satellite) • Perform routine maintenance on hardware to ensure operational readiness • Monitor traffic and event data to validate service availability • Maintain security appliances and services supporting client connectivity • Evaluate and recommend service enhancements • Troubleshoot complex connectivity issues
20%	Responsible for managing, maintaining, and improving the accuracy, completeness, and reliability of the ServiceNow CMDB for network infrastructure. • Ensure network CI are accurately created, updated, and maintained in ServiceNow CMDB. • Maintain accurate CI attributes, relationships, ownership, location, lifecycle status, and dependencies. • Develop and maintain relationships between network infrastructure and associated servers, applications, services, and business systems. • Identify and remediate duplicate, incomplete, outdated, or inaccurate CMDB records. • Support CMDB discovery, integration, automation, and data reconciliation efforts. • Work with infrastructure, security, server, cloud, application, and ServiceNow teams to ensure accurate configuration and dependency information. • Establish and follow CMDB governance, naming conventions, data standards, and configuration management processes. • Review CMDB health, completeness, correctness, and compliance metrics and implement corrective actions as needed. • Ensure network changes are reflected in the CMDB as part of the change management process. • Develop documentation and procedures for maintaining network-related CI and relationships. • Provide reports and recommendations to management regarding CMDB data quality, network asset inventory, and opportunities for process improvement.
20%	Serves as the technical specialist to resolve complex problems with M365 tenant(s) and related systems and tenant administration. • Assist with on-premises AD administration • Assist in deploying, configuring, maintaining, and managing systems associated with M365 licensing, account management, certificate services, Exchange Online, Azure Entra ID, and Azure Active Directory. • Participate in the efforts for systems interoperability and integration with on-premises and cloud infrastructure and systems and other M365 applications.
10%	Configure and maintain security appliances and services such as Network Access Control (NAC), Intrusion Detection System (IDS)/Intrusion Prevention System (IPS), and Security Information & Event Management (SIEM). • Maintain security appliances and services supporting client connectivity • Troubleshoot complex connectivity issues • Evaluate and recommend service enhancements • Monitor logs and provide routine reports of activity

10%	Troubleshoot and resolve complex networking and storage problems, including circuit and storage capacity, availability, and reliability issues. : • Assist with the troubleshooting and technical system support for the application development group and client support section • Produce monthly and weekly reports on utilization and performance statistics • Audit security logs to verify compliance
10%	Support the Enterprise network environment. • Perform maintenance of the switch and routing infrastructure • Document the network environment • Establish standards for security monitoring and reporting
<i>Percent of Time</i>	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required The incumbent will perform other job-related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☒	☐	☐	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☒	☐	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☒	☐	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☒	☐	☐
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☐	☒	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☐	☒	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
REACHING: Answering phones.	☐	☐	☐	☐	☒
CARRYING: Distributing mail; reports; stocking supplies.	☐	☐	☒	☐	☐
CLIMBING: Stairs	☐	☐	☒	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☐	☐	☒	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☒	☐	☐	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title