

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

EMPLOYEE:	CLASSIFICATION: Associate Telecommunications Engineer	HEADQUARTERS: PSC Campus
PROGRAM/UNIT: Public Safety Communications / Technical Services / Microwave Engineering / Microwave (MPLS Engineering)	POSITION NUMBER: 163-721-3640-017 (61300)	CBID: R09
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Senior Telecommunications Engineer	CONFLICT OF INTEREST CATEGORY: ☒ Yes ☐ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
The Associate Telecommunications Engineer is under direction from the unit Senior Telecommunications Engineer.

2. SUPERVISION EXERCISED:
The position acts as a lead to Maintenance technical staff for the installation of new systems or maintenance and solutions to problems with existing systems. In large system implementations the position may act as a lead person and may mentor junior level staff in the series.

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):

- Work schedule is Monday – Friday.

During travel outside the office:

- Dress for safety and outdoor environment (e.g., snow, rain, desert, mountains, tunnels, body of water).
- Use of public safety radios.
- Work in close quarters (e.g., radio vaults, telephone closet, computer server room, garages, inside vehicles).

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
Weekly communication is required with outside client agencies during the design, recommendation, and implementation of projects. Additionally, communications may be necessary with equipment vendors to determine if devices can solve new or ongoing technical problems.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
This is a non-supervisory journey level technical staff position. The position must study operational, technical, and legal criteria in order to design, plan, recommend and support radio communication systems and project work in an assigned program area. Poor decisions by the position may result in delays in or loss of communications to public safety users (who protect life and property of the public).

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

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: 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 on a monthly basis 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:

The Public Safety Communications (PSC), Engineering Services Section, Multi-Protocol Label Switch (MPLS) Unit is responsible for a wide array of engineering activities and services related to the design, building, and maintenance of the public safety communications systems engineering for the California Public Safety Microwave Network (CAPSNET) system. Under direction of a Senior Telecommunications Engineer, the position ensures engineering services for CAPSNET meet the critical operational requirements of the state.

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
35%	• Provide technical advice to client agencies on Internet Protocol (IP) and Multiprotocol Label Switching (MPLS) requirements to meet the operational needs of public safety communications users, the incumbent utilizes system diagrams, operation manuals, and best-practice guidelines. • Determine MPLS network configuration requirements; research proposed solutions using resources such as industry standards, vendor documentation, engineering handbooks, network design documentation, and best practices. • Recommend new MPLS network architectures or modifications to existing MPLS infrastructures to improve cost efficiency, performance, reliability, and to eliminate end-of-life (EOL) equipment. • Develop and write engineering project documentation, including Statements of Work (SOWs), project specifications, cost estimates and work packages. • Review and present project plans for MPLS network design, development, deployment, and integration. • Network and system optimization using network management and monitoring tools. • Review and finalize MPLS network engineering documentation upon project completion. • Equipment interfaces with microwave radio systems, fiber and LTE (Long-Term Evolution) transport networks, network shelves, and legacy Time Division Multiplexing (TDM) customer connections.
25%	• Provide technically appropriate systems and equipment for client use. • Develop, test, and validate IP/MPLS solutions by creating lab environments, performing system mockups, and executing proof-of-concept testing prior to production deployment. • Design, provision, and support IP/MPLS Layer 2 Virtual Private LAN Service (VPLS), Layer 3 Virtual Private Routed Network (VPRN) and Virtual Leased Lines (VLL) services. • Provide technical leadership and escalation support for Tier 3 and Tier 4 Network Operations Center (NOC), directing advanced troubleshooting and approving complex configuration changes. • Design, configure, and oversee firewall and management switch implementations to support secure, reliable IP/MPLS network operations. • Develop and maintain network topology diagrams and documentation to support design, implementation, troubleshooting, and lifecycle planning. • Specify and select equipment for public safety IP/MPLS network infrastructure, including routers, switches, firewalls, transport devices, and related network components. • Interacts with equipment vendors, enterprise Information Technology (IT), field resources, and network operation center. • Perform specification compliance tests. • Conduct site surveys to assess network infrastructure, power, space, cabling, and environmental requirements to support new installations and upgrades. • Assess equipment power requirements and perform load and capacity analysis to ensure adequate and reliable power infrastructure for continuous network operations. • Meet assigned project schedules or immediately inform unit supervisor of problems that may affect the ability to meet assigned project work.
15%	• Plan and coordinate network outages for software upgrades, maintenance, and system implementations; troubleshoot and resolve complex issues across CAPSNET communications infrastructure, including transport, routing, security, voice, and network management systems.

10%	In order to document statewide technical communications equipment standards and specifications, prepare construction and maintenance standards by recording agency system configurations for integration in the Telecommunications Division Manual and Central Records library, and prepare Work Authorization Orders (207s) to support installation and deployment of IP/MPLS network infrastructure. Develop installation documentation, technical drawings, and parts lists; interpret manufacturer and Division standards; coordinate licensing, materials, and resources; and provide technical guidance to staff to ensure projects are completed accurately and on schedule.
10%	In order to support unit operations and workforce development, serve as a lead engineer by providing technical guidance, training, and work review for subordinate staff; monitor and report employee progress to supervision; maintain current technical knowledge through job-related training; and complete required timekeeping and billing documentation to ensure accurate reporting to the State Controller's Office (SCO) in accordance with Memorandum of Understanding (MOU) provisions and State Personnel Board (SPB) or Department of Personnel Administration (DPA) laws, rules, and policies.
<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, project 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:	☒	☐	☐	☐	☐
FINGERING: Pushing buttons on telephone; typing; copying.	☐	☒	☐	☐	☐
REACHING: Answering phones.	☐	☒	☐	☐	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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

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

EMPLOYEE:	CLASSIFICATION: Assistant Telecommunications Engineer	HEADQUARTERS: PSC Campus
PROGRAM/UNIT: Public Safety Communications / Technical Services / Microwave Engineering / Microwave (MPLS Engineering)	POSITION NUMBER: 163-721-3643-XXX (61300)	CBID: R09
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☒ 6 Mos. ☐ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Senior Telecommunications Engineer	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
The Assistant Telecommunications Engineer is under supervision of the unit Senior Telecommunications Engineer.

2. SUPERVISION EXERCISED:
N/A

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):

- Work schedule is Monday – Friday.

During travel outside the office:

- Dress for safety and outdoor environment (e.g., snow, rain, desert, mountains, tunnels, body of water).
- Use of public safety radios.
- Work in close quarters (e.g., radio vaults, telephone closet, computer server room, garages, inside vehicles).

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

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
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 on a monthly basis 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.

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Percent of Time	ESSENTIAL FUNCTIONS
35%	• Assist in providing technical advice to client agencies on Internet Protocol (IP) and Multiprotocol Label Switching (MPLS) requirements to meet the operational needs of public safety communications users, the incumbent utilizes system diagrams, operation manuals, and best-practice guidelines. • Assist in determining MPLS network configuration requirements and researching technical solutions using industry standards, vendor documentation, engineering references, and established best practices. • Support the design and implementation of new MPLS network architectures and enhancements to existing infrastructure to improve performance, reliability, and cost efficiency, and assist with the replacement of end-of-life (EOL) equipment. • Prepare and maintain engineering documentation, including Statements of Work (SOWs), project specifications, cost estimates, and work packages. • Assist with the review and presentation of project plans related to MPLS network design, development, deployment, and system integration activities. • Perform network and system optimization using network monitoring and management tools to identify issues, improve performance, and ensure service availability. • Review, update, and finalize MPLS engineering documentation to ensure accuracy and completeness upon project completion. • Support installation, configuration, and testing of equipment interfacing with microwave radio systems, fiber and LTE transport networks, network shelves, and legacy Time Division Multiplexing (TDM) circuits.
25%	• Provide technically appropriate systems and equipment for client use. • Assist in the development, testing, and validation of IP/MPLS solutions by building lab environments, creating system mockups, and performing proof-of-concept testing prior to production deployment. • Support the design, provisioning, and maintenance of IP/MPLS services, including Layer 2 Virtual Private LAN Service (VPLS), Layer 3 Virtual Private Routed Networks (VPRN), and Virtual Leased Lines (VLL). • Provide advanced troubleshooting and escalation support for Tier 3 and Tier 4 Network Operations Center (NOC) activities, assisting with complex configuration changes and service restoration. • Assist with the design, configuration, and implementation of firewalls and management switches to ensure secure and reliable IP/MPLS network operations. • Develop and maintain accurate network topology diagrams and technical documentation to support design, deployment, troubleshooting, and lifecycle management. • Support equipment specification and selection for public safety IP/MPLS network infrastructure, including routers, switches, firewalls, and transport systems. • Assist in performing specification compliance tests. • Assist in conducting site surveys to evaluate infrastructure readiness, including power, space, cabling, and environmental considerations for new installations and upgrades. • Assess equipment power requirements and assist with load and capacity analysis to ensure reliable and continuous network operations. • Meet assigned project schedules or immediately inform unit supervisor of problems that may affect the ability to meet assigned project work.

15%	Assist with planning and coordinating network outages for software upgrades, preventative maintenance, and system implementations; troubleshoot and resolve complex issues across CAPSNET communications infrastructure, including transport, routing, security, voice, and network management systems.
10%	- In order to document statewide technical communications equipment standards and specifications, prepare construction and maintenance standards by recording agency system configurations for integration in the Telecommunications Division Manual and Central Records library, and prepare Work Authorization Orders (207s) to support installation and deployment of IP/MPLS network infrastructure. - Assist in installation documentation, technical drawings, and parts lists; interpret manufacturer and Division standards; coordinate licensing, materials, and resources; and provide technical guidance to staff to ensure projects are completed accurately and on schedule.
10%	- Support unit operations and workforce development by assisting with the coordination of daily technical activities and, when assigned, providing guidance, training, and work review for junior or subordinate staff. - Monitor and communicate employee progress to supervisors and maintain current technical knowledge through job-related training. - Complete required timekeeping and billing documentation to ensure accurate reporting to the State Controller's Office (SCO) in compliance with applicable Memorandum of Understanding (MOU) provisions and State Personnel Board (SPB) or Department of Personnel Administration (DPA) laws, rules, and policies.
Percent of Time	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, project 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:	☒	☐	☐	☐	☐
FINGERING: Pushing buttons on telephone; typing; copying.	☐	☒	☐	☐	☐
REACHING: Answering phones.	☐	☒	☐	☐	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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