

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31281	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions (ETS)	
UNIT NAME Enterprise Infrastructure Services	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Specialist II	POSITION NUMBER 306-072-1414-010	CBID R01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday-Friday, 8:00am to 5:00pm	TENURE Permanent	
WORKING TITLE Network Firewall Administrator	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION☒ Rank and File☐ Supervisor☐ Specialist☐ Office of Administrative Hearings☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under general direction of the Information Technology (IT) Manager I, the IT Specialist II in the Department of General Services, Enterprise Technology Solutions within the System Engineering domain, in the Enterprise Infrastructure Services Section, acts as the team leader and subject matter expert on the enterprise firewalls and network infrastructure for DGS, leading the design, implementation, configuration, maintenance, monitoring, and administration of the enterprise Palo Alto Next Generation Firewalls and network infrastructure.

☐ Medical Clearance☐ Background Clearance☐ Typing☐ DMV Pull Notice☐ Drug Testing**SPECIAL REQUIREMENTS**☐ Vehicle Home Storage Permit☐ Driver's License and Class (specify below in Description)☐ Certificate (specify below in Description)☐ Professional License (specify below in Description)☐ Other (specify below in Description)**Telework**

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Designs, implements, configures, and maintains network and firewall infrastructure across Enterprise and Cloud platforms by designing and implementing switching, routing, and firewall solutions and procedures, and advising ETS management, architects and vendors on the most sensitive issues, in order to support and secure the enterprise network environment and to ensure effective performance and securing of enterprise wide applications, utilizing Palo Alto Networks.
30%	Collaborates with the Enterprise Network Architect in designing innovative network solutions by analyzing and maintaining the network environments, and enterprise firewalls, coordinates infrastructure systems specifications, performing upgrades and maintenance, and resolving the most complex technical issues for the Palo Alto Networks infrastructure, utilizing collected data, patching firmware and version upgrades in order to sustain a supportable and uniform network

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PERCENTAGE	DESCRIPTION
	infrastructure for DGS department wide.
15%	Develops and implements product and process improvements to the technology and physical network by creating process documentation regarding technology infrastructure department wide, reviewing, researching, and evaluating technology products and services for procurement of future enhancements, and providing sound recommendations to ETS management, architects, and staff in order to ensure DGS' infrastructures are continuously enhanced and current for planning of the overall organizational IT Strategy.
15%	Resolves network and firewall issues enterprise wide by providing expert technical support to the DGS Help Desk team, satellite offices and mobile workforce, participating and assisting in the implementation, installation, upgrading, testing, monitoring and troubleshooting of the physical network infrastructure, and reviewing and monitoring the technical environment to ensure continuous uninterrupted and secure operation of products, and to ensure the performance of the network systems for DGS department wide.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Leads independent research and studies and attend job-related educational workshops and trainings in order to maintain professional and technical knowledge of new technologies and to ensure the continuing development of solutions that are maintainable, extensible, optimized, and secure.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☒ Travel (Specify the percentage in the travel box below)Travel 5 % of the time to various locations and may include overnight travel by various methods of transportation.

Busy professional office environment. Some travel may be required. The successful candidate must reside in California upon appointment.

DESIRABLE QUALIFICATIONS

- Strong hands-on experience administering Palo Alto Networks Next-Generation Firewalls (NGFW), including security policy management, NAT, App-ID, User-ID, Content-ID, and SSL decryption.
- Proficiency with Prisma Access architecture, deployment models, onboarding of remote networks/mobile users, policy configuration, and troubleshooting.
- Deep understanding of network protocols (TCP/IP, BGP, OSPF, IPSec, DHCP, DNS, SSL/TLS).
- Experience with Panorama and Strata Cloud Manager for centralized management, templates, device groups, and configuration lifecycle.
- Experience implementing and troubleshooting GlobalProtect VPN.
- Familiarity with cloud integration (Azure, AWS), especially where Prisma Access or VM-Series firewalls are deployed.
- Skill in using API/automation tools (Ansible, Terraform, Python) to manage Palo Alto infrastructure.
- Proficiency with certificate management, including onboarding CAs and troubleshooting TLS issues.
- Strong analytical and troubleshooting abilities using tools like packet captures, CLI commands, and

TAC-recommended methods.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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