COVERED CALIFORNIA™

Job Description

Classification: Information Technology Specialist II

Position Title: Lead Network Engineer

Position Number: 801-130-1414-018

Division/Branch: Information Technology

Location: Sacramento County

Job Description Summary

Under general direction of the Information Technology Manager I, Chief, Enterprise Network and Voice, the Information Technology Specialist (ITS) II, Lead Network Engineer, serves as an enterprise technical lead and advisor for Covered California's network infrastructure and related network security services. The position independently plans, designs, implements, operates, secures, and continually improves network services supporting headquarters, service centers, cloud-based and Software-Defined Wide Area Network (SD-WAN) environments, satellite offices, and the mobile workforce. The ITS II leads complex network initiatives, provides technical recommendations to management, establishes architecture and operational standards, supports incident and disaster recovery activities, and ensures that network solutions meet applicable security, operational, and regulatory requirements. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

30% (E)
Leads and performs advanced technical activities necessary to design, implement, install, upgrade, test, monitor, and troubleshoot physical and logical enterprise network infrastructure at Covered California locations, including routers, switches, firewalls, wireless infrastructure, network management platforms, cabling, and related network services. Utilizes network management and performance tools to monitor and analyze network traffic, availability, capacity, and service quality. Communicates effectively and professionally. Reviews, edits, evaluates, and prepares written documents to produce quality products. Develops cooperative working relationships and deals effectively with a variety of individuals, organizations, state agencies, local governments, and contractors. Serves as a technical advisor to interagency and vendor-based contacts and communication partners. Reviews and proposes designs for alignment with established technical, security, and operational standards, providing recommendations to management and project stakeholders. Coordinates with server, cloud, security, and application teams regarding network services.

25% (E)
Provides specialist-level network security administration, including firewall rule-base management, secure remote-access services, network segmentation, monitoring for network security events, and enforcement of approved network security policies. Develops, recommends, implements, and documents network security, remote-access, and system-hardening standards and guidelines to protect the confidentiality, integrity, and availability of network services. Maintains security configurations on network devices and network-dependent infrastructure. Researches and applies industry best practices and Information Security Office policies;

develops and publishes enterprise network security policies, standards, procedures, and user guides within the position's assigned scope. Coordinates with information security and other IT teams during security events, investigations, remediation, and audit activities. Designs and delivers training materials and job aids for network tools and resources.

15% (E)
Leads the development and maintenance of Covered California's Network Operations architecture roadmap and related process improvements. Establishes, documents, and maintains network topologies, reference architectures, infrastructure lifecycle requirements, maintenance standards, decommissioning schedules, hardware-refresh standards, and configuration-management practices. Designs network infrastructure to support resilience and recoverability. Manages continuity through appropriate configuration backup, redundancy, restoration, and data recovery practices. Evaluates technical environments and growth requirements, and recommends and implements upgrades and enhancements. Develops technical specifications for network hardware, software, and cabling improvements. Provides written implementation documentation and validates that completed work meets approved technical and operational standards.

15% (E)
Performs network operations, including configuring, adding, removing, and replacing network devices; establishing and troubleshooting Virtual Private Network (VPN) connections; monitoring network and firewall alerts; producing operational and security reports; and providing network-level technical support for connected operating systems and applications. Uses approved change-management, incident-management, and configuration-management processes. Diagnoses and resolves network outages, performance issues, and bottlenecks. Coordinates escalation when cross infrastructure boundaries, documents root cause analysis, recommends mitigation and prevention measures. Provides technical guidance, knowledge transfer, implementation support to IT staff for infrastructure projects, installations, upgrades, and new procedures.

10% (M)
Participates in and contributes to IT disaster recovery and business continuity planning and exercises, including the design, documentation, testing, and publication of network contingency and recovery procedures. Ensures that network activities comply with applicable industry, state, and federal IT policies, standards, and security requirements. Participates in special network and security projects assigned by IT management and provides status updates, risk assessments, and implementation recommendations as requested. Travels to Covered California offices and external locations for meetings, training, equipment maintenance, vendor coordination, and network operations support.

5% (M)
Responds to after-hours calls and participates in the monthly after-hours on-call monitoring rotation as required by operational needs and applicable policies. Performs work during approved maintenance windows, outages, or security incidents when assigned.

Scope and Impact
a. Consequences of Error: This position is responsible for the security, performance, availability, and reliability of network operations that directly support core business functions. Misconfiguration lapses in security, inadequate capacity planning, or ineffective incident recovery could result in widespread outages, confidentiality breaches, regulatory violations, loss of data, or major disruption to Covered California operations. The incumbent is expected to exercise independent judgment, follow approved controls, escalate risks appropriately, document significant decisions, and document corrective actions.

b. Administrative Responsibility: Provides technical leadership for the planning, development, implementation, operation, and continual improvement of network operations and architecture projects. Serves as a technical advisor to management and project stakeholders; develops and maintains enterprise networking standards, policies, procedures, architecture artifacts, and training materials; and provides recommendations regarding priorities, risks, alternatives, and technical solutions. This position does not have independent authority to change budgets, contracts, or enterprise policy.
c. Supervision Exercised: This position does not exercise supervisory duties but may act as a lead and provide ITS staff with technical guidance, knowledge transfer, mentoring, and project-based coordination for network administrators.
d. Internal Personal Contacts: Regularly collaborates with IT teams, information security staff, business owners, managers, directors, project teams, and service center staff to define requirements, evaluate options, coordinate implementation, communicate risks, and resolve network service issues.
e. External Personal Contacts: Coordinates with vendors, consultants, other state departments, local entities, federal partners, and equipment suppliers as necessary for network projects, service support, integration, procurement support, technical evaluations, and industry best-practice research. Provides technical information and recommendations within delegated authority and refers contractual or policy decisions to the appropriate approving authority.

Physical and Environmental Demands
Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.
ESSENTIAL PHYSICAL CHARACTERISTICS
The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

Working Conditions and Requirements
a. Schedule: Core business hours are Monday–Friday, 8:00 a.m.–5:00 p.m., with after-hours, maintenance-window, incident-response, and on-call support as required by operational needs and applicable policies.
b. Travel: Statewide travel to Covered California offices and external locations for meetings, training, equipment maintenance, vendor coordination, and network operations support, generally up to 10%.
c. Other: Must carry an agency-issued cell phone and remain reachable during assigned on-call or operational-support periods, consistent with applicable policies.