STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)
26-056

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
10/13/2026		Vacant

D. CIVIL SERVICE CLASSIFICATION	E. POSITION WORKING TITLE
Information Technology Specialist II	Senior Network Architect
F. CURRENT POSITION NUMBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
695-380-1414-022	695-380-1414-022
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION
Infrastructure Services/Enterprise Network/Network Engineering Implementation, Rancho Cordova	Ronald Painter, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)	K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO; DRIVING AN AUTOMOBILE ☒ YES ☐ NO
MONDAY-FRIDAY, FULL TIME, 8:00AM-5:00PM	

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management ☐ IT Project Management ☐ Client Services
☐ Information Security Engineering ☐ Software Engineering ☒ System Engineering

Organizational Setting and Major Functions

Under the general direction of the Information Technology Manager I (IT Mgr I) of the Network Engineering Implementation services, the Information Technology Specialist II (IT Spec II) works independently, or as a part of a team as the recognized technical specialist for the Enterprise Network Branch. The IT Spec II works with the California Department of Technology's (CDT) customers and technical staff in architecting, engineering, implementing, and operating complex network services, in support of CDT's service offerings.

The IT Spec II will be responsible for the engineering and architecture of large-scale networks, evaluating new technologies, designing, maintaining and supporting new/existing infrastructure environments and providing leadership and guidance for network equipment refreshes, as well as, helping to resolve network-related problems to ensure that CDT can support customer network services and other CDT offerings. The IT Spec II will provide expert-level technical support, project management and mentorship, which will include working incidents that are escalated, providing on-the-job training, and coordinating and creating documentation.

Essential Functions (Percentages shall be in increments of 5 and should be no less than 5%.)

% of time performing duties: 40%

Responsible as a technical leader on complex projects or incidents with statewide implications critical to the business success of the California Department of Technology's Statewide Data Center network and our customers to advance the Department's Strategic and Tactical Plans and improve customer service.

- Architect, design, plan, create, develop, test, implement, document, tune and optimize the most complex and diverse Office of Technology Services (OTech) data center and State of California network infrastructure services, to include hardware and software in support of internal and external projects and services.
- Troubleshoot incidents and respond at a recognized expert-level to change requests and incidents involving the most complex hardware and/or software that may affect CDT's network service offerings and equipment, escalated from less experienced technical staff. Provide knowledge transfer and mentoring to network and service desk staff related to troubleshooting techniques, CDT's network service offerings and equipment.
- Coordinate and use a variety of complex network management tools to independently install, configure and manage routers, switches, communications links and other networking equipment, to proactively achieve high reliability, availability and performance in CDT's network service offerings and equipment.
- Perform IT asset analysis methods on networking tools, and procedures for supporting and troubleshooting CDT's network service offerings and equipment.

% of time performing duties	
	• Identify, advise and rectify vulnerabilities, and provide or restore security of information systems and network services. • Create, maintain and retain technical documentation, including, but not limited to: diagrams, mapping, procedures, workflows, project plans, lessons learned, etc.
35%	Act as a senior technical lead for the Enterprise Network Branch using a variety of the most complex principles, methods, and tools for developing, scheduling, coordinating, implementing and managing projects and resources-including monitoring and inspecting costs, work, and contractor performance. • Provide technical leadership in large group internal/external customer technical support projects. • Establish and communicate IT network project goals and objectives. • Develop and manage project plans for the implementation of the most technically complex projects with emphasis on work that needs to be performed after normal business hours. • Implement, maintain and support Enterprise Network hardware and software platforms to include, but not limited to: firmware, operating systems, migrations, configurations etc. • Perform and monitor the most complex network changes at the direction of management after normal business hours. • Maintain technical expertise in CDT's network service offerings and equipment, to include current and future network technologies. • Participate as a technical expert in the development of an information systems strategy to support an organization's business goals, and the planning of the implementation of that strategy.
20%	Consult and advise internal and external customers in the most complex network planning, implementation, and troubleshooting in multi-vendor environments. • Evaluate vendor hardware and/or software specifications, to include network infrastructure requirements. • Evaluate documents and maintain new technologies affecting CDT's network service offerings and equipment, in response to customer requirements. • Present solutions to the most complex problems with clarity and precision in written and/or graphic form. Manage problems that arise in the course of all network projects. • Collaborate and provide technical expertise participation with other Enterprise Network units, other CDT service areas and customers. • Provide mentoring and cross training to other network support units and staff. • Participate and respond to Incident Response (occasionally after hours and weekends). • Create and track documentation in support of the branch or unit, including but not limited to, billing, inventory, procurement, budgetary, rate development, etc.
% of time performing duties	**Marginal Functions** **(Percentages shall be in increments of 5 and should be no more than 5%.)**
5%	• Provide consulting services for customer-related projects. • Provide recommendations to stake holders for the purchase of offerings where it is determined that they would enhance the quality and effectiveness of the customer support program. • Independently maintain an expert level of current and future network technology through attendance of training, seminars, and by the ongoing study of periodicals, technical literature, and vendor literature
	Work Environment Requirements • Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). This position requires an additional background check for DOJ to protect their interests. • Periodic overtime, weekends, holidays or on-call status may occasionally be required to meet business needs. • The position will require some work to be completed after normal core business hours. • Travel between CDT datacenters, vendor hosted campuses, State of California customers and other state municipality locations may be required. • Monitor all Department issued communication devices. • Ability to move up to 50 lbs.
	Allocation Factors **(Complete each of the following factors.)** **Supervision Received:** The IT Spec II receives administrative direction from the IT Mgt I. The IT Spec II works independently and progress will be reported to the IT Mgr I.

Actions and Consequences:
The network infrastructure that is maintained by the incumbent at OTech, and customers under the IT Spec II's technical assistance and guidance are used to provide communications services that are widely used in state government and often support critical functions such as emergency services and cabinet-level communications. Restoration of network services during outages takes priority unless otherwise directed by the IT Mgr I. Errors or omissions by the IT Spec II can result in disclosure, loss of confidential material or in the interruption of essential communications services.

Personal Contacts:
The IT Spec II works with OTech, clients, vendors, technical staff, end-users and management personnel at all levels. Technical contact will generally be at the senior or journey person level. In addition to contacts made at the senior-level, IT Spec II contacts high-level entities in unique situations where it can be difficult to establish the contact and identify their goals. Technical contact will include communication and collaboration with the Service Desk and OTech Operations. The IT Spec II will demonstrate a high level of presentation skills applicable to all levels of audience.

Administrative and Supervisory Responsibilities: **(Indicate "None" if this is a non-supervisory position.)**
None.

Supervision Exercised:
May provide leadership to lower subordinates in the Enterprise Network Branch.

Other Information

Desirable Qualifications: **(List in order of importance.)**

- Technical certification programs such as: CCNA, CCNP, JNCPIA-Junos, JNCIP-ENT, F5, PaloAlto, and Cloud associate programs from various providers.
- Bachelor's Degree in Computer Science, Information Technology or equivalent network experience.
- Expert knowledge in more than one of the following network platforms Cisco IOSXR, Cisco Nexus, Cisco ASA/Firepower, Arista EOS, Juniper JUNOS, Juniper MIST, F5 LTM, Azure VWAN, Cloud Transit Gateway and Direct Connection technologies,
- Expert knowledge of one or more network protocols such as: EIGRP, BGP, OSPF, IS-IS, MPLS, TCP/IP, SNA, Frame Relay, Spanning Tree, FICON, Ciena, etc.
- Ability to provide excellent customer service and make sound professional judgment.
- Ability to collaborate with others and conflict resolution skills.
- Ambitious, highly motivated, self-starter, reliable, dependable, multi-tasking, team player.
- Ability to effectively communicate verbally and in writing.
- Ability to work productively with technical and non-technical staff, vendors, management and executives independently and in team environments.
- Working knowledge and ability to configure and troubleshoot inter-network services on routers, switches, firewalls, load balancers and sniffers.
- Experience planning, implementing, operating, verifying and troubleshooting data center enterprise networks (virtual and physical).

Knowledge of:

- Information technology systems (software) programming, equipment and its capabilities and interfaces between hardware and software.
- The requirements for the installation and implementation of the most complex information technology software and hardware systems.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
Ronald Painter, IT Mgr		