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

RPA NUMBER (HR USE ONLY)
26-064

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
10/15/2026		Vacant

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

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 Operations 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 is a Subject Matter Expert (SME), works at the expert level to maintain the operational health of the California Department of Technology's (CDTs) Statewide managed networks and is responsible for providing expert level support, recovery, incident response, installation, and maintenance of complex critical network services and equipment. This includes but is not limited to providing support to functional areas such as Internet Protocol (IPv4, IPv6), optical (fiber), virtualization/cloud solutions, functional areas of Metropolitan Area Networks (MANs), Local Area Networks (LANs), Wide Area Networks (WANs), etc.

The IT Spec II provides expert-level technical support to a variety of complex 2nd and 3rd level network support services, which include, but not limited to troubleshooting and resolving incidents, network equipment installations, cabling, and assigned projects, etc... The IT Spec II will provide project management and mentorship, which will include training, coordinating, leading projects and creating documentation for CDT and customers.

% of time performing duties	Essential Functions (Percentages shall be in increments of 5 and should be no less than 5%.)
40%	Perform complex network installations and maintenance for the Statewide Data Centers in support of customer services: • Provide in depth and expert level troubleshooting and resolution for various network technologies including, but not limited to routers, switches, network load balancers, firewalls, Virtual Private Networks (VPN), Cloud computing, SDWAN, Wireless, etc. • Respond to and troubleshoot complex CDT and customer network related incidents received in the Infrastructure Incident Management queue. • Develop, plan and maintain updates in CDT's service request management system; to include Changes, Incidents, Work Orders, Task modules, etc. • Install and configure network equipment to include, but not limited to routers, switches, firewalls, load balancers, cabling, etc. • Implement, maintain and support Enterprise Network hardware and software platforms to include, but not limited to: firmware, operating systems, migrations, configurations etc. • Install copper and fiber optic cabling for CDT and our customers. • Implement and troubleshoot Layers 1 through 4 of the OSI Model.

% of time performing duties	
	• Utilize various network management tools to install, configure, troubleshot, and manage CDT's networks. • 24/7 Incident response, this includes after hours holidays and on weekends.
30%	**Network Engineering Operational Services:** • Provide technical leadership in large group internal/external customer technical support projects. • 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. • Maintain technical expertise in CDT's network service offerings and equipment, to include current and future network technologies • Implement and maintain network hardware located at customer and off site locations. • Audit performance evaluation in network capacity, components, circuit types, configurations and technology. • Consult with appropriate department staff on capacity planning for installation or redesign, to include but not limited to, cabinets, campus locations, data centers, closets, etc.
25%	**Advanced Network Analysis and Documentation:** • 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 • Evaluate vendor hardware and/or software specifications, to include network infrastructure requirements. • Present solutions to the most complex problems with clarity and precision in written and/or graphic form. • 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. • Create and track documentation in support of the branch or unit, including but not limited to, procedures, network diagrams, configurations, inventory, customer communications, procurement, budgetary, rate development, etc. • Participate and attend meetings, to include but not limited to network branch, unit, CDT, customer meetings, etc.
% of time performing duties	**Marginal Functions** **(Percentages shall be in increments of 5 and should be no more than 5%.)**
5%	Other related duties as required.

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 Information Technology Specialists II receives administrative direction from the Information Technology Manager I. The IT Spec II works independently and progress will be reported to the IT Manager 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 Manager 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; may act in a leadership role to other staff members.

Supervision Exercised:
N/A

Other Information

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

- In-depth knowledge and background in network principles and concepts.
- Knowledge of Information Technology Infrastructure Library (ITIL) Service delivery and Service Lifecycle concepts and best practices.
- In depth knowledge of routers, switches, load balancers, content switches, and firewalls.
- Experience with design and installation of copper and fiber optic cabling to internal and external customer specifications.
- Experience with maintaining closet wiring and patch upgrades.
- 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).

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