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

EMPLOYEE:	CLASSIFICATION: Information Technology Associate	HEADQUARTERS: PSC Campus
PROGRAM/UNIT: Public Safety Communications / California 9-1-1 Emergency Communications / Emergency Communications/ Public Safety Broadband Services	POSITION NUMBER: 163-733-1401-004 (11347)	CBID: R01
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: Telecommunications Systems Manager I (Supervisor)	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
   The Information Technology Associate (ITA) is under general supervision of the Telecommunications Systems Manager I (Supervisor) (TSM I Sup).

2. SUPERVISION EXERCISED:
   N/A

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
   - Work schedule is Monday – Friday.
   - Function effectively in an automated environment.
   - Daily use of personal computer and related software applications at a workstation.
   - Willing to work overtime as needed.
   - Requires travel throughout the State of California.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   Maintain effective communication between Public Safety Communications managers/directors, elected officials (Police & Fire Chiefs or Sheriffs) and sometimes Dispatch Supervisors, local agencies, contractors, utilities, consulting firms, the State 9-1-1 Advisory Board, Federal Communications Commission (FCC), Department of Justice (DOJ), California Public Utilities Commission (CPUC) and other regulatory agencies and stakeholders.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
The actions and consequences of not performing job duties timely may jeopardize and adversely impact the following:
   - Providing essential emergency services to the citizens of California as set forth in the Warren-911- Emergency Assistance Act and the 9-8-8 Miles Hall Lifeline and Suicide Prevention Act.
   - Complying with the federal grant project, reporting requirements, completing critical milestones, achieving deliverables, and scheduled timelines.
   - Quickly responding to outages and 9-1-1 access to emergency services thereby causing significant delays in the call delivery to local Public Safety Answering Points (PSAPs).
   - Incurring additional overtime cost related to responding to outages.
   - Timely response to inquiries from regulatory agencies

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 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.

<u>On Call/Standby/Duty Officer (if applicable)</u>

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:
Under the general supervision of the TSM I Sup, the ITA performs effectively in a fast-paced environment with constantly changing priorities; research and analyze new client technologies; performs well-defined tasks requiring innovative problem-solving within guidelines in the specialized Internet Protocol (IP) based Public Safety Emergency Communication systems, and functions as an advisor to stakeholders in emergency communications.

All Information Technology (IT) Series positions and duties are reviewed by the California Office of Emergency Services (Cal OES) Chief Information Officer (CIO) to ensure compliance with State Administrative Manual (SAM) and Government Code.

This position performs work in the Business Technology Management, Client Services and Software Engineering domains.

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
30%	Business Technology Management • Perform as the departmental liaison on the National Public Safety Broadband Network (NPSBN) and emerging technologies, California S t a t e w i d e Interoperability Executive Committee (CalSIEC) and Emergency Support Function – 2 Communications when activated in the State Operations Center. • Gather, review, and analyze Internet Protocol (IP) based communication materials on network functionality of new technology or services related to the NPSBN to determine if local, tribal, and state users' broadband needs will be met. • Analyze (existing and proposed) IP based communications materials and authoritative resources related to the NPSBN to determine the impact to existing and proposed communications systems. • Analyze program data collected to prepare summaries, resolve issues, formulate action plans, and other documentation. Prepare responses to a variety of groups (such as management, staff, and internal and external stakeholders) to resolve problems, gather information, and/or promote program goals, objectives, and compliance. • Maintain consistency in processing and tracking of correspondence, appeals, and other documents. Monitor, track, and communicate deadlines to ensure that they are met. • Participate (independently or as part of a team) in the development and documentation of communications studies, departmental technology standards, and planning strategies relating to the NPSBN to ensure stakeholders' broadband needs met utilizing personal knowledge, stakeholder input, vendor information, etc. as needed and/or directed by management. • Interact with public safety personnel and vendors to guide and support public safety interoperability communications with all available technologies. Responsible for the implementation, monitoring, maintenance, and restoral of statewide radio IT systems during disasters. • Conduct broadband speed tests to determine best broadband carriers to use throughout the state during major events/disasters utilizing field test devices and the CalSPEED app. Coordinate communications needs assessments of various sites used during major disasters/events. • Formulate, deliver, and coordinate education and communication to optimize the use of applied technologies using various instructional aids and communication media to support NPSBN, and related technologies. • Assist in the development of appropriate material and deliver presentations before large groups, organizations and government officials regarding NPSBN systems, services, and policies. • Schedule and facilitate meetings related to IT projects in the 9-1-1 Branch and facilitate meetings (often with the County Sheriff, Undersheriff, Police Chief, or Fire Chief along with the Chief Financial Officer), conferences (statewide public-safety and emergency communications leaders). • Facilitate effective communication between local agencies, contractors, utilities, consulting firms, state staff, state management, and other entities for NPSBN related issues and/or projects. • Analyze and monitor progress of the project and make adjustments as necessary to ensure the successful completion of the project. • Monitor and analyze project planning, initiation, and execution to ensure projects align with contracts and budgetary constraints.

	• Coordinate project activities with other personnel or departments.
30%	Emergency Communications Division • Support the planning, research, and report development needs of the), NPSBN, and CalSIEC. Assist in the preparation of reports for management that assess IP based communications network needs by user group to determine appropriate service level agreements to the NPSBN. • Research and review (independently or as part of a team) Request for Proposal (RFP) in support of the new NPSBN IP communications systems. Conduct and review surveys using office tools (e.g., Survey Monkey, Microsoft Excel, and Mapping). • Collect data, documents, and materials regarding program/project activities in response to specific inquiries from a variety of sources (such as management, staff, and internal and external stakeholders). • Create and/or update communications system database to ensure accurate records of existing communications network architecture and assets. • Assist in the development of action plans and/or schedules which identify major milestone dates for critical path tasks to coordinate the broadband project using project management methods and input from management. • Gather, review, and document system requirements and specifications to ensure alignment with functional and non-functional requirements. • Conduct research and analysis of new client technologies. • Ensure that projects receive the appropriate level of client service support and are planned, budgeted, and managed in accordance with industry standards and best practices. • Provide Client Service support to agencies in researching, planning, budgeting, and procuring Public Safety Emergency Communications systems, and services. • Evaluate and define operational requirements for systems. • Identify contract vehicle options. • Develop and interpret statistical reports on NPSBN and related communication system useage. • Maintain frequent communication with assigned PSAPs in 58 counties which may total 100+ PSAPs. • Review NPSBN and related communication system reports and communicate system status updates concerning, maintenance, outages, network performance. • Conduct outreach by developing and presenting briefings at conferences, committees, user groups, and staff meetings. • Represent the CA 9-1-1 Emergency Communication Branch in meetings, conferences, and training sessions. • Facilitate effective communication between local agencies, contractors, utilities, consulting firms, State personnel, and other entities regarding NPSBN and related communication system related issues and/or projects; and facilitate vendor discussions for market research and fact finding to support contract development.
15%	IT Strategic Planning/Technical Writing • Process, track and report Technical Assistance requests for California's three regional areas (California Northern, Central and Southern). Work closely with the communications technical staff from a variety of groups on program/project activities as needed. • Effectively resolve NPSBN and related communication systems issues, research and prepare written correspondence, reports, and supporting documentation in response to PSAPs, emergency communication managers, contractors, carrier representatives, consulting firms, state staff, and state management concerning 9-1-1 Public Safety Emergency Communications inquiries.

	• Assist in the development of operational requirements and procedures. • Provide consultation, resources, reference material, technical assistance, and training to the organization on all applicable State, Federal, and standards, rules, regulations, and public laws. • Support the branch's strategic direction, goals, and initiatives. • Maintain a centralized database of system resources, keys, assets, and inventory of approved subscribers. • Participate in meetings and forums, Task Force meetings, and professional association conferences to support the 9-1-1 Branch mission and NPSBN. • Escalate and bring management awareness to actions that are not consistent with set policy and procedures, conduct process analysis to propose improved processes. • Keep abreast of changes in industry practices, technology trends, and emerging technology trends by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences.
10%	Contract Administration/Portfolio Management • Provide analysis and technical documentation to support contract compliance and Service Level Agreement (SLA) management. • Perform complex analytical studies and produce technical reports for the 9-1-1 Office, CalSIEC, the 9-1-1 Advisory Board, 9-8-8 Technical Advisory Committee, and Long Range Planning Committee (LRPC), and other related Boards, as necessary. • Make recommendations to management regarding course(s) of action as a result of studies performed. • Perform analytical studies and produce technical reports for management regarding NPSBN network design. • Document lessons learned and Post Implementation Evaluation Reports. • Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures. Prepare written correspondence, reports, and support documentation for PSAPs, contractors, carrier representatives, consulting firms, state staff, and state management regarding implementation and effectiveness of NPSBN, and related communication systems.
10%	Policy and Program Development • Research emerging technologies to identify trends that may affect budget planning, policies, & procedures. • Consult and advise management regarding 9-1-1 Branch policies and procedures to improve effectiveness and efficiencies. • Analyze and validate operational requirements of NPSBN, and emerging technology systems. • Identify education requirements and develop plan to provide training to PSAPs regarding NPSBN and emergency communication systems, and emerging technologies. • Work with and actively engage with project managers to establish work plans, define scope, and gather data for special statewide 9-1-1 Branch projects, contract evaluations, updates to 9-1-1 Operations Manual.

Percent of Time	MARGINAL FUNCTIONS
5%	Other Job-Related Duties as Required Performs 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.	☐	☐	☐	☒	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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:	☒	☐	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☒	☐	☐
REACHING: Answering phones.	☐	☒	☐	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs.	☒	☐	☐	☐	☐
BENDING AT WAIST:	☒	☐	☐	☐	☐
KNEELING:	☒	☐	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals, and materials.	☐	☒	☐	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☒	☐
WORKING INDOORS: Office environment.	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE:	☐	☐	☐	☐	☒

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