

PROPOSED

RPA NUMBER (HR USE ONLY)

26-062

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 10/15/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Network Operations Manager
F. CURRENT POSITION NUMBER 695-380-1405-004		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-380-1405-004
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Infrastructure Services/Enterprise Network / Network Engineering Operations / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Stephen Bradley, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MON-FRI /8:00 AM – 5:00 PM / DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO DRIVING AN AUTOMOBILE ☒ YES ☐ NO

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 II (IT Mgr II) of the Enterprise Network Branch (ENB), the Information Technology Manager I (IT Mgr I) oversees the Network Engineering Operations (NEO) team and Network Engineering Security (NES) team. The IT Mgr I will supervise the delivery of network support, recovery, incident response, installation and maintenance of critical network services and equipment, and security incident response. The IT Mgr I ensures that both internal and external customers of the California Department of Technology (CDT) receive the full value of NEO & NES services. The IT Mgr I is responsible for managing NEO & NES staff and overseeing their daily operations while evaluating and maintaining technologies and processes supporting multiple functional components of the CDT network, including Level 2 and 3 incident response, incident management and resolution for Wide Area Networks (WANs), Metropolitan Area Networks (MANs), fiber networks, and Data Center Networks; network hardware installation, cabling and refresh software upgrades; Distributed Denial of Service (DDoS) and network security protections; security event response; and support of virtualized and physical solutions. The role includes serving as a project leader or team member on highly complex, cross-functional initiatives and providing strong leadership, guidance, and support to staff. Additionally, the position participates as a member of the ENB management team, helping develop division standards and procedures, communicating management directives to the unit, and supporting the goals and decisions of senior leadership.
% of time performing duties 35%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Perform managerial and supervisory activities for Network Engineering Operations & Network Engineering Security teams. <ul style="list-style-type: none">• Develop plans to accomplish Office of Technology Services (OTech) goals and objectives related to network architecture and implementation services, in accordance with organization mission and strategic plan.• Support and advocate management's philosophy, policies, and procedures.• Ensure subordinate employees comply with all Office of Technology Services (OTech) policies, office standard operating procedures and department and agency protocols.• Lead projects for NEO & NES and/or ENB, using a variety of principles, methods, and tools for developing, scheduling, coordinating and managing projects and resources-including monitoring and reporting on costs, work, and contractor performance.

<p>% of time performing duties</p>	<ul style="list-style-type: none"> • Perform managerial and supervisory activities for Network Engineering Operation & Network Engineering Security teams. • Develop plans to accomplish Office of Technology Services (OTech) goals and objectives related to network engineering operations services, in accordance with organization mission and strategic plan. • Support and advocate management's philosophy, policies, and procedures. • Prioritize internal and external customer requests based on the criticality of the problem and the organizational constraints to determine appropriate response. • Monitor for, follow up on, and correct deviations from process to ensure high quality of work. • Encourage team building, facilitate cross training, promote continuous improvement, and create a positive climate for change. • Participate as a management team member developing division standards, processes, and procedures. • Interact with peers, both internal and external to NEO & NES at every level to operate and maintain network services to support internal and external customers in achieving their business goals and objectives. • Foster methods of creative decision-making and problem solving and provide continuous feedback to employees. • Participate with internal units to analyze costs for new network services or technologies and assist with the development of rates that will recover identified costs. • Present solutions to problems with clarity and precision in written and/or graphic form.
<p>35%</p>	<p>Manage and Oversee Network Operations, hardware and software installation, upgrades and refresh, network security protective measures, and security event response.</p> <ul style="list-style-type: none"> • Responsible for overseeing operations of all enterprise networking solutions including, but not limited to, customer and CDT WAN/MAN/LAN support, internet connectivity, cloud connectivity, data center functionality, etc. • Manage incidents to ensure they are assigned, updated, and resolved in a timely manner. • Participate in 24/7 support for Incident Management Response. • Provide incident status oversight to ensure hardware problems are addressed expediently. • Manage and monitor highly technical staff supporting multiple technologies, ensuring network documentation is provided by the network architects and engineers and is maintained by the staff. • Develop and maintain knowledge of methods, tools, and procedures. Identify and rectify vulnerabilities and provide or restore security of information systems and network services. • Evaluate the feasibility of adopting new methods to enhance customer satisfaction related to technical problem resolution. • Provide a high level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload. • Managed skilled technical and analytical staff and resources responsible for the installation of network equipment and cabling on the computer room raised floors, for CDT locations and customer locations. • Participate collaboratively in the development of an information systems strategy to support an organization's business goals and the planning of the implementation of that strategy.
<p>25%</p>	<p>Perform day-to-day supervisory and administrative activities for NEO & NES.</p> <ul style="list-style-type: none"> • Develop and update duty statements for unit employees, as needed; establish performance expectations; complete Performance Appraisal Summary reports and individual development plans annually, complete probationary reports on a timely basis and other performance management activities including adherence to the State's progressive discipline policy, which includes taking corrective or disciplinary action, as necessary. • Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and State policies, personnel-related laws, rules, performing duties established OTech administrative processes and procedures and collective bargaining agreements. • Serve as an active member of the Enterprise Network Branch management team by contributing to management team decisions impacting the network and/or the department. Manage the administrative processes of NEO & NES, including authorizations for vacation, sick leave, overtime, training, and travel. • Coordinate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements.

% of time
performing duties

- Responsible for team member succession planning and ensure there are employees who can perform multiple functions.
- Participate in the development of Branch standards and procedures and ensure team's processes and procedures are documented and centrally accessible to staff.
- Relay management team information to NEO & NES team members and represent NEO & NES in management team decisions.
Serve as the NEO & NES Incident Manager and report status of high and critical outages/incidents involving NEO Level 2 to Infrastructure Services management team.
- Identify and address obstacles to providing good service and to exchange information relative to customer requests, customer needs and service offerings.
- Using customer feedback and observations of team members and other ENB teams, identify problems, delays or frustrations which can be reduced or eliminated by modifying and improving work processes and determining ways to implement them.
- Provide a high level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload.
- Management of ENB procurements, budget forecasting and the hardware/software inventory.

% of time
performing duties
5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

Other related duties required by the ENB IT Mgr II.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice and the Federal Bureau of Investigation.
- Will be required to carry a mobile cell phone.
- May be required to work outside of normal work schedule.
- Occasional travel may be required to perform assigned duties, attend training and attend customer meetings.
- Consistent, predictable attendance is required.
- The incumbent must be able to work effectively in a high paced and occasionally stressful environment, in which competing priorities often must be resolved.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr I receives general direction from the ENB ITM II. Assignments will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, and individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

The IT Mgr I makes decisions of major impact on CDT's ability to deliver quality services to customers. All Agency services relying on network infrastructure, reliability and availability are dependent upon sound decisions and recommendations in the network area. Errors or omissions by the incumbent can result in disclosure or loss of confidential material, or in the extended interruption of essential communications services.

Personal Contacts:

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

The IT Mgr I is responsible for planning, budgeting, participation in rate setting, recruiting, selecting, placement and development of personnel, management of vendor and consultant contracts, and delegation to technical staff for execution of day-to-day operations.

Supervision Exercised:

The IT Mgr I supervises IT Spec II's external contractor(s) and can provide oversight for Senior and Associate Telecommunication Engineers.

Other Information

Excellent customer service and sound professional judgement are required.

Desirable Qualifications: (List in order of importance.)

- Possess strong supervisory and management skills to perform effectively in a complex environment with multiple competing priorities and demands.
- Possess strong team leadership, staff development, interpersonal, problem solving and negotiation skills.
- Data networking routing, switching, firewalls, load balancing, intrusion detection systems and intrusion prevention systems.
- Ability to analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions and develop effective solutions.
- Knowledge of the Information Technology Infrastructure Library (ITIL)
- Knowledge of state policies and procedures governing procurement and the use of technology.
- Knowledge of information technologies and trends.
- Experience using principles and techniques of effective personnel management and supervision.
- Experience with project management techniques and methodologies.
- Must be able to communicate effectively, both verbally and in writing, with technical staff, vendors, OTech management, and OTech customers in a professional consulting role.
- Ability to work under pressure and ensure timely completion of projects.

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