California Department of Tax and Fee Administration

DUTY STATEMENT

☐ CURRENT
☐ PROPOSED

SCHEDULE TO BE WORKED/WORKING HOURS		EFFECTIVE DATE	

CIVIL SERVICE CLASSIFICATION	PRIMARY DOMAIN	WORKING TITLE
Information Technology Specialist II	**System Engineering**	**Infrastructure Network**

DIVISION/OFFICE/UNIT	SPECIFIC LOCATION ASSIGNED TO
Technology Services Division/Network Infrastructure Unit	**Sacramento, CA – Headquarters Office**

SEERA DESIGNATION	BARGAINING UNIT	WORK WEEK GROUP	CERTIFICATES REQUIRED
Rank and File	**01**	**E**	**None**

FINGERPRINTS/ BACKGROUND CHECK REQUIRED	BILINGUAL POSITION	SUPERVISION EXERCISED
☒ Yes ☐ No	☐ Yes ☒ No	**May act as lead**

INCUMBENT	POSITION NUMBER *(Agency-Unit-Class-Serial)*
	291-381-1414-022

The mission of the California Department of Tax and Fee Administration is to make life better for Californians by fairly and efficiently collecting the revenue that supports our essential public services.

POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general direction of the Information Technology Manager I, the Information Technology Specialist (ITS) II is primarily responsible for the implementation, administration, and analysis of the most complex network infrastructure systems and acts as the department's highest-level technical expert for cloud network infrastructure, enterprise-wide network systems and infrastructure components. Utilizing IT Service Management best practices, leads enterprise-wide network system implementation projects and is responsible for network maintenance and operations and software and hardware configurations to ensure the availability, performance, and security of the enterprise network systems in accordance with government, industry, and service management policies and best practices. Other duties include network and network security design and review, research of network infrastructure and security technologies and trends, the most complex network and security event analysis, remediation, and reporting, and managing change and trouble tickets with vendors. Travel may be required up to 10% of the time.

Candidate must be able to perform the following essential job functions with or without reasonable accommodation.

PERCENTAGE OF TIME SPENT	DUTIES
	ESSENTIAL JOB FUNCTIONS
40%	Serve as a high level technical specialist in the implementation and administration of the most complex and technical network infrastructure devices and systems on premise as well as in Microsoft Azure and Amazon Web Services (AWS) including switches (including core and data center), firewalls, routers/enterprise software defined WAN (SDWAN), wireless controllers and access points, DNS, DHCP, and network monitoring and management systems. Analyze, troubleshoot, and resolve the most complex network infrastructure and security issues. Train and mentor staff to troubleshoot complex network and security issues.
20%	Responsible for providing network security, availability, and performance monitoring, analysis, response, and reporting for highly complex network connectivity and security configurations. This includes Local Area Network, Wide-Area Network and Internet connectivity for Headquarters (HQ), remote sites, State Data Center co-location site, and Azure and AWS cloud environments for all California Department of Tax and Fee Administration (CDTFA) locations and stakeholders.
10%	Work independently and as a workgroup leader to oversee network and network security design and design review for new technology and/or service implementations and changes to existing infrastructure ensuring that all designs and implementations are done in accordance with industry and vendor best practices and in compliance with CDTFA and State security policies. Research network infrastructure and security technologies and trends. Prepare presentations and recommendations for continual improvement of network security, connectivity and management processes and procedures.
10%	Provide leadership of the most complex and technical enterprise-wide network implementation projects. Responsible for the most complex tasks related to network connectivity and security design and configurations. This includes leading and mentoring staff and reporting status to management.
10%	Responsible for the initiation and management of trouble and/or change tickets to service or hardware/software vendors (including for data circuits and fully hosted and co-located data center environments) for resolution of issues and changes to existing services. Continual monitoring of open tickets to ensure all tasks are completed timely to meet business needs and security requirements and policies.

	MARGINAL JOB FUNCTIONS
5%	Serves as the highest-level subject matter expert duties (i.e. representing the network infrastructure team in meetings with other CDTFA departments to support business initiatives). Core, data center, edge, and security network documentation and enterprise-wide network documentation review.
5%	Preparation of network hardware, software, service, and support contract purchasing documentation. Performs other job-related duties as required.

WORK ENVIRONMENT OR PHYSICAL ABILITIES REQUIRED FOR THE JOB (if applicable):

Work Environment:

- Secure high-rise building

Physical Abilities:

- Transport network equipment that range in weight up to fifty (50) pounds.
- Ascend/descend stairs, ladders, and function in confined working areas.
- Move, bend, or reach while in the process of installing or relocating network infrastructure equipment.

Additional Requirements/Expectations:

- May travel throughout the State, up to 10% of the time.
- Work long or irregular hours as required.

I have read this duty statement and fully understand that I must perform the Essential Job Functions of my position with or without reasonable accommodation.

PRINT EMPLOYEE NAME	EMPLOYEE'S SIGNATURE	DATE

I certify that the above accurately represents the duties of the position and that I have reviewed these duties with the above-named employee.

PRINT SUPERVISOR NAME	SUPERVISOR'S SIGNATURE	DATE

HRB Approval Date: 07/07/2026	**C&P Analyst Initials: LLM**