DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 09/2026)

Type of Duty Statement:	Current & Proposed	**Revision Date:**	11/16/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-422-1402-MUL	R01	E	

F. Classification Title:	**G. Working Title:**
Information Technology Specialist I	Network Administrator

H. Division:	**I. Branch/Section/Unit:**
Technology Services	Infrastructure & Operations/Network Operations

2. POSITION REQUIREMENTS

Special Requirement: *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)? ☐ **Yes** ☑ **No**

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION

A. Supervision Received:

The incumbent reports directly to the Information Technology Manager I in the Network Operations Section.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under direction of the Information Technology Manager I (ITM I), the Information Technology Specialist I (ITS1) performs network administrator work of a broad scope in the Network Operations Unit of the IT Infrastructure and Operations Branch, within Technology Services Division (TSD).

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).
	ESSENTIAL FUNCTIONS
IT Domain: *Check All That Apply*	**FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY** ☑ Business Technology Mgmt. ☑ Software Engineering ☑ IT Project Mgmt. ☑ System Engineering ☑ Information Security ☑ Client Services
40 %	Networking & Telecommunication Services Administration: Coordinate maintenance and administration of all Department of Child Support Services (DCSS) Networking infrastructure. Install switches, firewalls, maintain DCSS Wi-Fi services, and all other peripheral equipment supported by the Network Operations Section. Administer, test, and maintains the DCSS Enterprise Customer Service Solution (ECSS) which is the interactive voice response (IVR) system to provide callers access to Child Support Enforcement (CSE) information. Technology Operation: Troubleshoot, track, and conduct root cause analysis of system/operational/infrastructure issues, by consulting and coordinating with other infrastructure groups within DCSS and California Department of Technology Data Center (CDT), Local Child Support Agencies (LCSAs), and third-party vendors to ensure uptime, maintainability, and operational readiness. Review established firewall rules and security updates from vendors to ensure security protocols are executed. IT Project Management: Coordinate with stakeholders to complete projects via scheduled meetings and email communication to ensure successful implementation of new or revised networking requirements, policies or procedures.

35 %	System Design & Technology Project Analysis: Advise, create, and participate in the design of new system architecture, standards, and methods to support business requirements. Perform feasibility studies and research analysis related to technology projects as necessary, which can result in new network policies to improve DCSS' security posture and/or utilization of new networking technologies. Information Security: Monitor and assess any emerging network security threats, risks, and vulnerabilities and develop network security solutions in coordination with the DCSS Information Security Office by performing vulnerability testing and risk analysis to ensure performance, system health, and implementation of the network.
20 %	Network Infrastructure Maintenance: Monitor and assess DCSS' network integrity on an on-going basis, conducting impact analysis and developing incident handling procedures necessary in order to address any complex technical factors. Occasional travel required to perform assigned duties, attend trainings and attend customer meetings. Business & Networking Consultation: Consult with users, administrators, and engineers via meetings or email communication to identify business and networking requirements for proposed system modifications, following industry standards.

0 %	N/A
0 %	N/A

MARGINAL FUNCTIONS	
5 %	Represent the Network Operations Section on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings, and is a back-up for Network Operations staff and the ITM I.
100 %	**TOTAL**

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines, political, and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support Program and the children of California. Incumbent is responsible for independent work within business constraints, recommendations to executives, decisions for projects, and outputs. As a subject matter expert, incumbent is responsible for actions, decisions, or advice that could have a serious detrimental effect on the operating efficiency of the undertaking or function. Consequence of error may have statewide and enterprise-wide impacts, including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity.

B. Personal Contacts:
Incumbent has contact with the Network Operations Section Manager, other DCSS management and staff, LCSAs, and vendors.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ **Yes** ☐ **No**

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	