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

RPA NUMBER (HR USE ONLY)
26-079 PROPOSED

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
11/4/2026		

D. CIVIL SERVICE CLASSIFICATION	E. POSITION WORKING TITLE
Information Technology Specialist I	Data Governance Analyst/Data Steward
F. CURRENT POSITION NUMBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
695-390-1402-002	
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION
Office of Technology Services / CALNET Program / CALNET Engineering / Rancho Cordova/ PG1	Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)	K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO; DRIVING AN AUTOMOBILE ☐ YES ☒ NO
MONDAY – FRIDAY 8:00AM – 5:00PM	

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 direction of the Information Technology Manager I (IT Mgr I) of the California Department of Technology (CDT), California Network and Telecommunications (CALNET) Program, the Information Technology Specialist I (IT Spec I) in CALNET Engineering performs complex analytical reporting and oversight tasks supporting statewide telecommunications services and strategic telecommunication initiatives, including Service Level Agreement (SLA) oversight, usage and expenditure data analysis using Structured Query Language (SQL) to query data sources and advanced Microsoft Excel techniques to analyze data. The IT Spec I is responsible for data analysis, reporting oversight and contractor reporting validation activities to ensure compliance with Service Level Agreements (SLAs) and data reporting deliverables as outlined in CALNET contract business and technical requirements. The IT Spec I also works independently and/or as part of a team to develop data standards, establish vendor reporting requirements, and oversee SLA compliance in support of CALNET telecommunications contracts and services.

The IT Spec I serves as a Data Governance Analyst/Data Steward for key projects implemented by the CALNET Program and participates in reporting and data analytics, including the development of business and technical reporting requirements, preparation of functional specifications and user stories, participation in system and regression testing, and validation of contractor submitted reports for critical statewide telecommunication contracts. The IT Spec I conducts and/or reviews analytical studies and surveys and provides technical analysis and reporting support to CDT management, the CALNET Contractor Management Organization (CALNET CMO), technical staff, telecommunications contractors, customers, and other CALNET stakeholders. The incumbent performs all work in accordance with the CDT and CALNET Program visions, goals, objectives, policies and practices; the California Government Code (GC); the State Administrative Manual (SAM); the State Telecommunications Management Manual (STMM); CALNET Program policies and other related laws and regulations.

The CALNET Program manages a suite of telecommunications and network service contracts for the State of California and local public entities in order to meet the program mandates of Government Code 11541.

This position is designated under the Conflict of Interest Code. The 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.

% of time performing duties	Essential Functions
30%	**Data Analytics, Contractor Oversight, and Telecommunications Policy Analysis** • Create and execute SQL queries using enterprise data warehouse platforms and database query tools to retrieve, consolidate, analyze, and validate large datasets. • Participate in ongoing research and analysis of SLAs for telecommunications and network services industry trends and best practices. • Analyze contractors submitted SLA reports, invoices, and fiscal reports for consistency, contractual alignment, and reporting accuracy. • Ensure contractor compliance with CALNET SLA and fiscal reporting requirements. • Develop and document definitions, reporting specifications, validation rules, and calculation methodologies for all of CALNET's reporting functions. • Develop and implement data management and standardization requirements governing CALNET contractor reports. • Participate in the analysis of proposed legislation governing telecommunications and network vendors providing services in California and assess and document the potential impacts to service delivery, reporting requirements, SLAs, and state and local users.
30%	**Contractor Reporting Validation and Oversight:** • SLA performance management and analysis, which is responsible for the oversight and vendor management necessary to ensure CALNET SLA compliance, as defined by contract. • Review, reconcile, and validate contractor submitted reports, expenditure reports, and billing data using SQL and advanced Excel techniques. • Participate or lead contractor onboarding activities for SLA and fiscal data reporting. • Facilitate or participate in meetings with contractors to ensure ongoing monthly reporting compliance. • Develop and implement methods to efficiently and effectively oversee vendor SLA compliance and fiscal reporting and provide training when necessary. • Perform as a technical consultant, and escalation contact to ensure CALNET addresses issues pertaining to tools and required deliverables. • Conducts or attends regularly scheduled meetings with participating CALNET vendors to communicate and resolve operational, contract, compliance, or customer reported issues. • Document and submit notifications of noncompliance to vendors and initiate cure procedures when vendors are not meeting contractual obligations.
20%	**CALNET Program and Customer Support:** • Provide timely responses to internal and external customer inquiries about SLA or data request inquiries. • Lead or participate in the development of automated tools and systems that support ongoing and new program requirements, including CAMS, SharePoint, ServiceNow, or other enterprise tools. • Consolidate contractor data and prepare ad hoc reports for CALNET leadership, technical staff, CMO, executive management, and Public Records Act (PRA) requests in coordination with program leadership and legal staff. • Serve as a point of contact for ad hoc reporting requests, SLA analysis and assistance, reconciliation, and present fiscal data or SLA calculations and assessments. • Contribute to ongoing improvement of reporting governance processes, validation methodologies, and data integrity controls supporting statewide telecommunications oversight • Create and/or maintain processes and Standard Operating Procedures. • Train and/or mentor other staff within the CALNET Program.
15%	**Business Analysis, Requirements Development and System Validation:** • Serve as a technical writer for business and technical requirements, specifications, Statements of Work (SOWs), dashboard and reporting requirements, SLA and contractor fiscal data reporting requirements, customer and/or contractor communications, for various internal CALNET statewide services delivery efforts. • Develop and maintain user stories, functional specifications, acceptance criteria, and traceability artifacts using Azure DevOps or similar tools.

- Lead or participate in the development of CALNET contract elements to deliver telecommunications and related services to statewide public entity customers.
- Serve as a SME supporting contract development, evaluation, bidder negotiations, award, amendment and onboarding activities related to CALNET contracts.
- Gather, manipulate, and utilize information and data from industry, users, service providers, and enterprise data systems and warehouses by routinely creating and executing SQL queries, and validate data in support of daily operations and research when developing reporting, SLA, fiscal, and technical requirements, including the analysis of large and complex datasets.
- Administer set-up and maintenance of contractor and contract reporting configurations within the CALNET Application Management System (CAMS).
- Develop training materials and provide guidance to contractors and/or internal stakeholders on reporting requirements and use of the CAMS system.
- Perform business analysis, data analysis or validation; develop and execute reporting, dashboards, and data validation test cases including systems and regression testing; participate in test execution and train others; perform other IT systems development engineering tasks needed to support the CALNET Program

Marginal Functions

5%

- Participate in continuous improvement efforts to enhance the methods by which the CALNET program delivers telecommunications and network services to end users.
- Coordinate and participate in special projects and other related duties as assigned.
- Attend vendor, customer, and staff meetings, as required. (Some may be off site.)

Work Environment Requirements

- Possess proficiency with a personal computer, Microsoft Office Suite (i.e., Excel, PowerPoint, Word, Visio, Project, Access), and Microsoft SharePoint.
- Possess proficiency with using websites, databases, software applications, and business application systems that support contract development and management functions.
- Work additional hours as needed (frequency varies).
- Travel as needed (the most frequent travel is local; rare overnight trip).

Allocation Factors

Supervision Received:
The IT Spec I receives directions from the IT Manager I. Direction is general in nature, including OTech and CALNET goals, program goals, objectives and due dates. The IT Spec I is expected to interpret those directions.

Actions and Consequences:
The IT Spec I researches and analyzes information, develops analytical outputs and specifications, and makes business or technical recommendations related to reporting, SLA oversight, fiscal accountability, and statewide telecommunications services that support critical State and local government operations. Failure to make accurate analyses or recommendations may adversely impact service oversight, fiscal integrity, and the continuity of government business telecommunications services.

Personal Contacts:
The IT Spec I has regular independent contact with contractors, software/hardware developers, vendors, public utilities, agency management, OTech staff and executive management, project managers, consultants, telecommunication professionals, government entities and the general public to provide technical expertise and program information.

Administrative and Supervisory Responsibilities:
None.

Supervision Exercised:
This level does not supervisor but may lead. The IT Spec I provides technical and project management leadership. The IT Spec I has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

Desirable Qualifications:

- Experience developing and implementing data standards, data dictionaries, and vendor reporting specifications.
- Ability to write and execute SQL queries in enterprise data warehouse platforms to support reporting and data validation activities
- Knowledge of telecommunications services, equipment, configurations, architectures, or technologies.
- Experience preparing technical documentation, business process analysis artifacts, graphs, diagrams, and related materials.
- Ability to prepare professional written reports and presentations, and present technical information in plain language, both orally and in writing.
- Experience with testing within the system development life cycle (SDLC), including system testing, regression testing, requirements traceability, and experience writing user stories, test scripts, and executing tests using testing tools.
- Knowledge of system development methodologies (e.g., Agile, Waterfall, Iterative).
- Experience with business analysis, data analysis, process modeling, and requirements management.
- Experience using tools such as Microsoft Suite, Visio or other diagramming tools, Structured Query Language (SQL) development tools or equivalent, SharePoint, and ServiceNow.
- Ability to write and execute SQL queries to support reporting and data validation activities.
- Demonstrate sound work ethic, and strong ability to perform completed staff work.
- Ability to work independently as well as cooperatively with others on complex assignments and maintain effective working relationships.
- Ability to act responsibly with a high degree of initiative, open-mindedness, flexibility, diplomacy, tact, and professionalism to achieve desired results.

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