

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SPECIALIST II

POSITION NUMBER:

762-1414-XXX

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

ISD/OPERATIONS AND MANAGEMENT BRANCH

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

NETWORK OPERATIONS/Infrastructure and Security Arch

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY MANAGER I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

Fingerprinting clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

Hung Ngo

DATE

6/11/2024

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of the Information Technology Manager I, the Information Technology Specialist II (ITS II) provides expertise and leads consultation with business and Information Technology (IT) on architectural design and deliverables to solve business and IT initiatives. The ITS II provides business-driven, result-oriented architectural services and deliverables. This position works cooperatively with the IT Architect team, business representatives, specialists and subject matter experts in conducting expert level review of design as well as proposed and approved integration of systems across the technical infrastructure. The primary duties of the ITS II lie within the Information Security, Systems, and Software Engineering Domains.

A. RESPONSIBILITIES OF POSITION:

45% Leads and works with cross-functional teams to architect, design and deploy physical, virtual, Infrastructure as a Service (IaaS), Software as a Service (SaaS), Platform as a Service (PaaS), and cloud environments to support CDSS Operations. Responsible for the creation, maintenance and management of IT Architecture documentation, architectural models, service design artifacts, policies, procedures and guidelines. Designs system architectures, security zones, plans for integrating and implementing solutions, a thorough understanding of the Internet and its workings including but not limited to Domain Name Server (DNS), Security, Internet Protocol (IP) Routing, Hypertext Transfer Protocol (HTTP), Virtual Private Networks (VPN), Load Balancers, Transport Layer Security (TLS). Participate in setting strategic technology directions to establish goals for on-premises and hyper-cloud computing and services. Provide technical expertise and act as Subject Matter Expert to solve complex problems within network and cloud initiatives. Assist in building tools and automation to improve and eliminate manual operations and repeatable processes.

20% Provides expertise and knowledge in network and security technologies, standards, and practices to design and enhance the CDSS network and system security. The ITS II has a broad understanding of networks and architecture to assist programs in system integration. The ITS II maintains an expert level of technical skills and knowledge of current industry standards and procedures regarding network routing, security standards and practices, operating systems, infrastructure architectures, and troubleshooting procedures. The ITS II has an expert knowledge of advanced network monitoring and troubleshooting tools, load balancing, firewall rules and routing/switching protocols. Informs management of infrastructure changes and issues and advises management on potential technical improvements.

20% Develops training materials, plans, processes, procedures and manuals for users and technical staff regarding cloud maintenance and standard operation functions. The ITS II trains other administrators on specific technologies or topics. Leads technical reviews or seminars that increase staff awareness and knowledge transfer to management, network administrators, and other technical staff on infrastructure technologies being employed at CDSS. The ITS II makes decisions and high-level presentations to management to propose enhancements, identify opportunities or business solutions.

10% Communicate with customers, technical staff, management and vendors. Collaborate with other leads in Information Systems Division (ISD) and vendors to capture system requirements, define functional processes, and architects system's Infrastructure to meet customer's needs. Consult with internal/external entities regarding services provided by system's software teams and answer questions/inquiries in technical areas such as connectivity with departmental systems, data exchange and security.

5% Perform other job related duties as assigned by the management, including but not limited to, providing support for other Department IT management and staff, and acting as Department liaison attending recurring meetings.

B. SUPERVISION RECEIVED:

The IT Specialist II receives general direction from the Operations and Management IT Manager I. The IT Specialist II may independently perform special assignments, as required, in support of the program's needs.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The IT Specialist II has frequent contact with departmental staff (at all levels) as well as with vendors, contractors, consultants, and Federal, State and County entities. Additionally, may represent CDSS in discussing, analyzing and resolving critical and sensitive issues with the other State Agencies.

E. ACTIONS AND CONSEQUENCES:

Failure to develop and implement information security controls and measures could result in unauthorized access to CDSS' information resources, accidental or willful damage to CDSS' information resources, costly audit dis-allowances to the General Fund, the loss of information following a breach, loss and/or, disaster, inability to meet CDSS' objectives and loss of credibility with the public, control agencies, federal and other regulatory agencies.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) .