



Duty Statement

Classification: **Information Technology Specialist III**

Position Number: **275-809-1415-002**

HCM#: **2963** JC#: **448388**

Branch/Section: **Information Technology Services Branch/Technology Infrastructure Services Division/Enterprise Network**

Location: **Sacramento, California**

Working Title: **Principal Network Engineer**

Effective Date: **September 1, 2024**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised: Yes No

Telework: **Office-Centered** Remote-Centered Not Eligible

The Information Technology Services Branch (ITSB) provides the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development team members, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to provide the technical leadership, increased business alignment, talent, transparency, and accountability in support of all the CalPERS strategic business objectives.

Under administrative direction of the Senior Telecommunications Engineer (STE), the Information Technology Specialist III (ITS III) will function as a senior level network engineer, subject matter expert for advanced network configurations for CalPERS business partners. The ITS III will be responsible for participating in the development of strategic plans, goals and objectives including, but not limited to: development of the technology roadmap; enterprise-wide collaboration to enable the design, engineering, and implementation of Software Defined Networking (SDN), Software Defined Wide Area Network (SD-WAN), and Network Function Virtualization (NFV) services. The ITS III will also be responsible for incident resolution for our CalPERS' Investments Office, as well any other complex and/or critical network incidents of our business partners. The ITS III will be proficient in all current public and private cloud and enterprise network architectures, including their functional organization and configuration, as well as operational principles and procedures.

This position acts as a recognized technical expert/project leader on the most complex assignments and works independently with a high degree of initiative as a recognized Subject Matter Expert (SME). In addition, this position requires a high level of analytical and systems administration responsibility for strategic and tactical planning, as well as coordination and implementation of extremely complex projects and systems. This position also provides technical guidance to system administration team members and ensures that the CalPERS local area network and wide area networks (LAN/WAN) and service networks are secure and highly available in accordance with established procedures and guidelines. The Information Technology Specialist III works primarily in the system engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

40% Onsite¹ and virtually, as a lead technical expert, this position provides high-level guidance and support to the Enterprise Network team, spearheading engineering projects and network architecture initiatives, and serving as the subject matter expert for the CalPERS Investment Office's critical workloads. Collaborate with key stakeholders and senior management to understand their business needs and ensure new solutions will meet these. Design new technical solutions to meet CalPERS' goals and vision by working with Enterprise Architecture and other IT teams. Give presentations on new technology solutions to executive management, the Enterprise Architecture Board, Product Standards Board, other IT teams, and all relevant governing bodies. Develop and maintain standards and best practices to enhance Network service offerings. Work with management to develop the strategic goals and direction for the team. Act as the primary subject matter expert on network management tools and devices used to monitor and maintain the integrity of the CalPERS network. Tools include command line interface with network devices and any product specific network technology interfaces/portals. Prepare detailed reports on all work products including projects, ad hoc assignments, and research assignments. Research and recommend new technologies that will allow CalPERS to forecast and plan for future network growth. Develop and implement strategies for monitoring overall network health. Work independently on the most complex network solutions to meet CalPERS' needs. Administer and instrument hybrid infrastructure management capabilities to support the CalPERS infrastructure including but not limited to operational performance management, configuration management, information security management, availability management and service delivery management. Support the adoption and maturity of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) services in the enterprise.

25% Onsite and virtually, maintain and improve knowledge of emerging technologies for communication network, develop staff skill sets and maintain the stability of CalPERS network and telecommunication systems. Identify gaps in skills and involve staff in design, development, implementation, installation, procurement and troubleshooting of complex LAN, WAN and voice problems. Provide expert-level technical advice and guidance to end users on telecommunication technologies and regulations for voice, video, and data systems. Provide guidance and counseling to network staff to support their technical and professional development; to facilitate knowledge transfer and cross training; and to ensure the organization is prepared for succession planning. Research emerging technologies and assist in developing a training plan for the network staff to meet the client's expectations. Lead professional engineering and IT staff to ensure Incident and Problem Management are

completed in accordance with established CalPERS policies, practices, and procedures. Provide expert level support to quickly address complex outages and systems anomalies. Provide the highest level of technical leadership in connection with the maintenance and operations of data and telecommunication systems.

- 15% Onsite and virtually, performs strategic infrastructure planning and collaborates with enterprise architects in the development of application infrastructure strategic plans to support CalPERS' business initiatives; works with stakeholders to align technology to business objectives by mapping these objectives to available services, identifies any gaps and recommends solutions; develops solution cost, labor and time estimates for new initiatives by researching and evaluating industry experience, support standards, skill gaps and other relevant factors.
- 10% Onsite and virtually, build effective relationships with technical and management staff of Datacenter teams, development teams, vendors, partners, contractors, solution providers and third-party customers. Establish, coordinate, and maintain partnership between departments, vendors, customers and third parties to provide well-engineered, cost-effective cloud and automation services and problem resolutions for the most complex cloud networking and telecommunication products and services. Meet with senior management, customers, leading industry vendors, utilities, and other key stakeholders to provide expert engineering consulting on the most complex network services issues and guide strategic decisions. Coordinate with Information Security Office (ISOF) to ensure CalPERS network infrastructure comply with documented standards and policies. Act as the engineer, advisor, consultant, liaison, escalation contact, and facilitator between multiple entities to obtain prompt resolution of a variety of the most complex data center, WAN and cloud network problems and related issues.
- 10% Onsite and virtually, coordinate and participate in special project and other related duties as assigned and appropriate for this classification. Attend staff and other meetings, on premise and offsite as required. Prepare correspondence, reports, and issue papers related to data and communications software, hardware, and systems.

Working Conditions

- As an exempt classification employee, this position does require occasional after-hours support, either remotely if applicable or on-site if necessary, for any planned exercises, updates/patching, maintenance activities, or critical incident resolution.
- The ITS III is required to carry a smartphone and respond to incidents after business hours, on weekends and State Holidays.
- This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.

- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature: _____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature: _____ **Date:**