

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

24-076

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 11/13/24	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Associate		E. POSITION WORKING TITLE Information Technology Associate
F. CURRENT POSITION NUMBER 695-390-1401-003		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Technology Services/CALNET Program, CALNET Program Management		I. SUPERVISOR NAME AND CLASSIFICATION Kari Dowell, IT Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00AM – 5:00PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

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).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the general supervision of the Information Technology Manager I (IT Mgr. I) in CALNET Program Management (CPMgmt), the Information Technology Associate (IT Assoc.) will perform tasks associated with the analysis, development, modification, and administration of the CALNET Program's statewide technical and business artifacts which include contracts, service catalogs, program forms, and policy. In alignment with CPMgmt Information Technology Specialist II (IT Spec. II) lead, the IT Assoc. will perform Americans with Disabilities Act (ADA) remediation of CALNET Program's technical and administrative contract amendments and other program artifacts prior to publication on the CALNET Program's webpages or dissemination by the CALNET Program. Additionally, the incumbent shall process CALNET Program exemptions and delegations submitted by Executive Branch entities. Finally, the IT Assoc. will perform in a backup and supportive role processing Individual Price Reductions and CALNET contract amendments, as needed. The IT Assoc. performs all work in accordance with the California Department of Technology (CDT) and State goals, objectives and policies, the California Government Codes, the State Administrative Manual (SAM), the State Telecommunications Management Manual (STMM), CALNET policies, and other related laws and policies.</p> <p>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 a form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p>
35% of time performing duties	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Provide validation and ADA remediation of content that is posted on the CDT CALNET Program's public webpages or documents released for public consumption by the CALNET Program. The content includes, but not limited to, CALNET services, policy, correspondence, instruction and other information used to inform contractors, customers, and the public. The IT Assoc. shall:</p> <ul style="list-style-type: none"> Perform as a remediation subject matter expert and consistently follow and maintain the CPMgmt remediation process in accordance with State law and CDT ADA Section 508 requirements. Remediate all CALNET public facing documents, contracts and correspondence at an expert level, using applications such as Adobe and CommonLook. Possess thorough knowledge and understanding of the content presented on the CALNET public webpages.

- Remediate CALNET correspondence and notifications without impact to the content or messaging.
- Develop or revise current CALNET forms or other CALNET artifacts that appear on the CALNET public webpages.
- Perform periodic CALNET webpage reviews and audits which includes validating content to ensure it is current and reflects all current contract amendments, new contract awards, refreshed contact information, and other updates that may have occurred during the prior period.
- Prepare and maintain online remediation assignment and tracking system.
- Provide remediation training for staff, as needed.

30% of time performing duties

In accordance with CPMgmt procedures, the IT Assoc. will process CALNET Exemptions, General Telecommunication Delegations and CALNET Contract Service Delegations submitted through ServiceNow by CALNET customers as required by SAM and STMM. The IT Assoc. shall:

- Maintain thorough knowledge of the CDT ServiceNow system and CALNET instructions for customer submission.
- Analyze the submissions and address all issues and errors working with CALNET engineers, Office of Technology Services (OTech) staff, CALNET management and customers, as required.
- Create certification and rejection language in response to CALNET engineers' recommendations utilizing CDT templates.
- Log and track submissions to ensure they are processed expeditiously to ensure customer satisfaction.

20% of time performing duties

Assist with research, validation, and verification functions when processing complex technical and administrative amendments, as directed by the IT Spec. II lead, for an array of complex multi-vendor/multi-service statewide contracts which provide telecommunication and network services to State and local government entities. Amendment functions include:

- Maintain thorough understanding of CPMgmt's amendment process, the Office of Statewide Technology Procurement (OSTP) guidelines, amendment tracking log requirements, and CPMgmt contract files repository management practices.
- Ensure edited documents are complete and approved by CALNET Engineering and Management.
- Perform amendment analysis and review tasks which include comparing various versions of contract documents to ensure all edits (product description, service rates, exhibits, requirements etc.) are authorized and accurate. Identify all non-authorized edits or errors and report to the IT Spec. II lead for resolution. The IT Assoc. may be assigned tasks to resolve errors or discrepancies and be required to validate the service rates are competitive and verify product descriptions when reviewing market analysis.
- Proofread amendment language to correct any errors, grammar, formatting, or omissions while maintaining the author's intent. Ensure clarity and consistency with State contracting laws and policies.
- Prepare, complete, and route amendment packages through CALNET Engineering, contractors, OTech management and OSTP, with a high level of accuracy and timeliness.
- Utilize the CDT ServiceNow portal to submit amendments to OSTP, communicate with OSTP analysts and track progress.
- Ensure all final approved editable amendment documents are disseminated to all internal and external stakeholders as required in the CPMgmt Amendment Process.

10% of time performing duties

Coordinate and prepare CALNET Program analytical and report documents, update CALNET processes and policies, support the CALNET webmaster as needed, process Individual Price Reduction Agreements, and perform general daily required interactions with contractors, customers and CDT staff related to the CALNET contracts:

- Develop methodologies and perform ongoing tasks to establish and maintain performance analytics for CPMgmt functions which also incorporates contractor performance analytics to ensure efficiencies and identify need for improvements.
- Schedule, facilitate, and attend on-going meetings with customers and contactors.
- Track, oversee and resolve general contract issues, coordinate with customers, CDT legal, OSTP, contractors and others to resolve issues and help ensure compliance with CALNET contracts.

5% of time performing duties

- Coordinate with contractors and customers to develop and implement any new contract related processes or updates to existing processes.
- Support the CALNET webmaster and ensure the CALNET Program webpages comply with Web Content Accessibility Guidelines (WCAG) 2.0 or as required by CDT.
- May assist the IT Mgr. I and IT Spec. II with formulating, administering, and implementing departmental policies and programs related to the design and administration of critical statewide technology services.
- May assist CPMgmt staff with processing Individual Price Reduction Agreements and other CALNET processes to ensure expeditious customer service from the CALNET Program.
- Review and edit contract documents to help ensure clarity and consistency with existing State laws and policies.
- Develop educational material for customers and contractors to assist with expediting service orders, identifying and explaining resources, other program elements, and CALNET program benefits. |

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Maintain professional knowledge by attending educational workshops, self-study, reviewing professional publications and articles, and participating in peer discussions regarding technology, CALNET Program changes, market environment, as well as regulatory and legislative concerns.
- Coordinate and participate in special projects and other related duties, as assigned.
- Attend staff and other meetings, as required.
- Perform duties to prepare and coordinate various tasks for statewide contracts, such as Request for Offer (RFO), Request for Information (RFI), and Request for Proposal (RFP), Invitation for Bid (IFB), and Customer Surveys. |

Work Environment Requirements

- Must be able to work independently and in a team environment.
- Work effectively in a hybrid telework environment which requires working from home and at CDT office locations as directed by the department.
- Work effectively with a wide variety of people and personality types.
- Possess proficiency with a personal computer and Microsoft Office Suite (i.e., Excel, PowerPoint, Word, Visio, Project, and Access).
- Work outside of normal business hours, if needed. |

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Assoc. receives general supervision from the section IT Mgr. I. Supervision and direction received is general in scope and in nature depending on the project or assignment. The incumbent works independently, as well as on a team for processes and duties that will be reported and monitored on a weekly basis to the IT Mgr. I or IT Spec. II lead. The incumbent is expected to interpret directions and develop and implement assigned projects. The incumbent provides assignment schedule updates, as required, and ensures work is professionally presented. |

Actions and Consequences:

The IT Assoc. performs duties and makes recommendations on processes that ensure service delivery for telecommunications and network system products and services on the CALNET contracts are promptly available to State and local government customers. Failure to make correct recommendations or efficiently perform functions accurately may adversely impact the delivery of services statewide in a cost-efficient manner. |

Personal Contacts:

The IT Assoc. maintains regular contact with CALNET management, CALNET staff, consultants, OSTP, contractors, CDT staff, and external government entities. |

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

N/A |

Supervision Exercised:

N/A |

Other Information

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Desirable Qualifications: (List in order of importance.)

- Ability to prepare effective written deliverables such as contracts, business analysis, project plan, executive reports, detailed requirements, procedures, etc.
- Training and experience remediating ADA compliant documents
- Ability to analyze information and situations, reason logically, identify and solve problems, draw valid conclusions, and develop effective solutions.
- Experience with contract lifecycle management. Lifecycle management shall mean contract creation, execution, contractor and service performance, amendments, expiry, and renewal.
- Knowledge of State of California contracting principles, policies, directives, and manuals.
- Knowledge of telecommunications and networking technologies, components, and processing environments.
- Ability to effectively manage contractors and validate reporting.
- Ability to work remotely, both independently and in a team environment, on projects in which confidentiality is critical.
- Understanding of State and Federal oversight organizations and their policies and source documents related to IT and telecommunications.
- Act responsibly with independence, open-mindedness, flexibility, diplomacy and tact to achieve desired results.
- Possess basic proficiency with a personal computer and Microsoft Word, Excel, Access, Project, Power Point, and Visio.

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 []
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) []	SUPERVISOR SIGNATURE	DATE []
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Instructions

Copies and Distribution	<ul style="list-style-type: none"> • <u>Current and Proposed Duty Statements</u>: Submit with Request for Personnel Action (RPA) package. • <u>Approved Duty Statement</u>: Supervisor reviews with incumbent; both supervisor and incumbent must sign and date. • <u>Signed Copies</u>: Original to supervisor; copy to incumbent; scanned/electronic version emailed to Human Resources. 		
Section A: Position Profile	Complete Sections A through K. If position number is changing, complete sections D, E, G, and H using the proposed position information. If incumbent's name is known, complete section C.		
Section B: Position Functions & 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.		
Organizational Setting and Major Functions	Provide a <u>brief</u> description of the position's reporting relationship, primary role, and purpose.		
Essential Functions	Identify the fundamental job duties of the position that must be performed, with or without reasonable accommodation. NOTE: Essential Functions shall be properly aligned with the classification specification. Percentages shall be in increments of 5, and should be no less than 5%. The total percentage of all functions (essential and marginal) must equal 100%. Per Government Code section 12926.1 (a-c), a job function or task may be considered an essential function for several reasons, including, but not limited to: <ul style="list-style-type: none"> • The position exists to perform the function. • There are a limited number of other employees available to perform the function, or among whom the function can be distributed. • The function is highly specialized; the person is hired for special expertise or ability to perform the function. • Removal of the function would fundamentally alter the job. To write essential functions for the position: <ul style="list-style-type: none"> • Identify the major functions of the job. Most positions have five to seven major functions. • Identify the specific tasks associated with each major function (include end products). • Identify the level of work and why the work is done. The below is an example of how to write an essential function and the associated task statements: ESSENTIAL FUNCTIONS <table border="1" style="margin-left: 20px;"> <tr> <td style="width: 15%; text-align: center; vertical-align: top;">45%</td> <td> Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills. <u>Associated Tasks Statements</u> <ul style="list-style-type: none"> • Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. • Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. • Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda]. </td> </tr> </table>	45%	Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills. <u>Associated Tasks Statements</u> <ul style="list-style-type: none"> • Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. • Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. • Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda].
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Marginal Functions	Identify functions or tasks that are performed, but are not fundamental duties of the position. These are functions or duties that can be assigned to another employee and can be characterized as non-essential or marginal. The phrases "perform other related duties" or "perform other related work" can be used in the marginal functions field. NOTE: Percentages shall be in increments of 5, and should be no more than 5%. The total percentage of all functions (essential and marginal) must equal 100%.		
Work Environment Requirements	Identify physical or mental requirements, work conditions, hazards, and equipment used on the job and required to perform the essential functions of the job. NOTE: Specify in this section if a fingerprint background check is required.		
Allocation Factors	<ul style="list-style-type: none"> • <u>Supervision Received</u>: Identify the scope of initial instruction, how work is supervised while in progress, and nature and purpose of final review. • <u>Actions and Consequences</u>: Identify in what areas judgment, decisions, and recommendations are made, and probable effects of poor decisions or recommendations. • <u>Personal Contacts</u>: Identify with whom, how frequently, and for what purpose personal contacts are required with persons outside of the immediate work group. • <u>Administrative and Supervisory Responsibilities</u>: Briefly identify the extent of participation in management functions (e.g., planning, budgeting, cost control, reporting, selecting, placement, and development of personnel). Indicate "None" if a non-supervisory position. • <u>Supervision Exercised</u>: Identify the type of supervisory responsibility exercised and indicate whether supervision is a responsibility of the position or of a lead nature. 		
Other Information	Identify any significant factors or special requirements for this position that are not included elsewhere on this form. <ul style="list-style-type: none"> • <u>Desirable Qualifications</u>: Identify any special personal characteristics, interpersonal skills, additional qualifications, specific business needs, and additional attributes that will enhance the incumbent's ability to perform a particular function. (e.g., professional certification or license, general or specialized knowledge in the field, ability to qualify for a fidelity bond, aptitude for investigative work, skills and abilities above the required minimums.) NOTE: Please list the desirable qualifications in order of importance, as they will be listed on the Job Opportunity Bulletin (JOB). 		