

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**DUTY STATEMENT**

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-620-1414-918			
UNIT NAME AND CITY LOCATED Information Technology Services Division Infrastructure Services, Security Operations, Elk Grove, CA		CLASSIFICATION TITLE Information Technology Specialist II			
		WORKING TITLE Security Operations Lead			
		WORK WEEK GROUP E	CBID R01	TENURE LT	TIME BASE FT
SCHEDULE (Telework may be available): only for FLSA exempt classifications)		AM to	PM.	SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95624	
INCUMBENT (If known)		EFFECTIVE DATE			

The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.

CDCR/CCHCS values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

CDCR and CCHCS are proud to partner on the California Model which will transform the correctional landscape for our employees and the incarcerated. The California Model is a systemwide change that leverages national and international best practices to address longstanding challenges related to incarceration and institution working conditions, creating a safe, professional, and satisfying workplace for staff as well as rehabilitation for the incarcerated. Additionally, the California Model improves success of the decarcerated through robust re-entry efforts back into to the community.

PRIMARY DOMAIN:	Software Engineering
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Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II serves as the Security Operations Engineer - Lead, demonstrating a depth of leadership and expertise while performing various complex tasks in support of System Engineering. The Security Operations Engineer optimizes and applies architecture solutions for the benefit of the overall organization and heavily participates in advising and/or formulating information technology strategy and policy within the Department. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior, and work cooperatively. Travel to institutions and after-hours support of California Correctional Health Care Services (CCHCS) software applications and systems may be required due to operational needs.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
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ESSENTIAL FUNCTIONS**40%**

Develops and ensures security solutions and technical artifacts are in place throughout all CCHCS IT systems and platforms. Monitors and assesses existing security controls, conducts security impact analyses, and reports system security statuses. Performs risk assessments and recommends IT solutions. Analyzes incident-related data and determines the appropriate response. Designs new technologies, architectures, and solutions to support security requirements. Develop implementation plans, including cost-benefit or return on investment analyses, design infrastructure configuration, and change management standards or requirements. Develops and updates project security plans for IT projects; leads and mentors project teams. Manages project(s) to ensure

Adopted: _____

Revised: _____

<p>30%</p> <p>15%</p> <p>10%</p> <p>5%</p>	<p>budget, schedule, and scope adherence. Manages the integration of information systems and/or subsystems to adhere to CCHCS security requirements. Performs configuration management and release management for components. Verifies stability, interoperability, portability, security, or scalability of system architecture. Conducts disaster and recovery analysis, planning, implementation, and system administration. Monitors and conducts audits of security system capacity, performance, and traffic analysis.</p> <p>Acts as a technical leader by providing technical leadership and expertise in planning, configuring, and supporting the CCHCS's most complex Security architecture and IT environments. Provides analysis of processes, procedures, and policies required to configure and maintain a secure enterprise environment. Researches and tests changes to the security design and architecture for the CCHCS environment. Independently works with customers, CCHCS IT staff, headquarters, field staff, and other stakeholders to evaluate, analyze, and recommend security upgrades and replacements based on program needs and technological advancements. Participates in developing policies and procedures for security systems, validation, retention/storage, retrieval, dissemination, back-up, and access/permissions. Collects, monitors, and reports costs, schedules, and benefits for department data services and projects. Participates in the review and approval of hardware installation procedures and disaster recovery plans and procedures. Works with partner agencies and departments to provide a stable and secure network design and architecture for the Agency. Manages the tasks associated with the implementation of the Enterprise Network Infrastructure, which encompasses Switches, Routers, Firewalls, Wireless Access Points and Monitoring utilities. Ensures all procedures are in compliance with the State Administrative Manual (SAM) and the Department Operations Manual (DOM). Coordinates with other team members to schedule work.</p> <p>Develops, implements, and reviews new and existing IT policies, standards, and procedures. Documents data communication configurations. Acts as an expert technical resource in collecting, monitoring, and reporting costs, schedules, and benefits for department data services projects. Develops and delivers presentations regarding policy and procedure changes and updates to IT staff and management. Reviews and approves hardware and software installation procedures, migration and conversion procedures, backup and recovery plans and procedures, and disaster recovery plans and procedures. Maintains version control of network and security hardware systems and special purpose vendor-supplied application software and licenses. Provides second-level support to IT field staff on complex issues.</p> <p>Develops and maintains technical documentation on network and security systems used in the Enterprise Security environment. Acts as a coordinator during security troubleshooting incidents. Assists with server, application, and desktop services. Provides expertise and assistance for production incidents on a 24-hour availability basis. Identifies and resolves security issues. Develops and reviews disruption reports and correction plans.</p> <p>Performs other job-related duties as required.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.</p> <p>Emerging technologies and their applications to business processes; business or systems process</p>

analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the Department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the state of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and State and federal privacy laws, policies, and standards

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, State, Department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions that are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision-making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

DESIRABLE QUALIFICATIONS

Knowledge of: Experience managing Cisco Enterprise products including switches, routers, intrusion detection appliances, firewalls, wireless LAN controllers and access points; IT systems (software) Operating Systems and (hardware) equipment; recognize its capabilities and interfaces between software and hardware.

Ability to: Write complex programs; develop detailed program specifications; analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; communicate effectively; prepare effective reports;

coordinate the activities of technical personnel; prioritize work and execute on critical tasks, perform effectively under pressure and lead by example and respect of others. Work with California Department of Technology (CDT) to address any hardware device IP/ cabling and/or equipment installation, updates and/or failures as needed. Maintain/Update existing Hardware Device and Software installation/configuration Detailed Design Deliverables. Work with *Interpersonal*

Skills: Ability to lead by example and gain the respect of others.

OTHER DOMAINS

Domain Name: System Engineering

Knowledge of: Experience in monitoring the application environments (operating system to the hardware). Including stability, performance and capacity, requirements.

Ability to: Advice, create or participate in the design of new system architecture, standards, and methods to support organizational needs. Conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs. Consult with stakeholders to identify infrastructure system requirements and recommend technology, hardware, software, and plans installation. Coordinate system installation, operations, maintenance, repairs, and/or upgrades. Execute test plans for system upgrades or releases. Troubleshoot, track, and conduct root cause analysis of system/ operational issues utilizing standard procedures until resolved or escalated.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a “NO HOSTAGE” policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position may be reasonably expected to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

SPECIAL PERSONAL CHARACTERISTICS

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver's license, a good driving record and is expected to drive the car safely.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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