

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification IT Specialist I	Working Title Network Engineering Specialist
Name of Incumbent	Position Number 280-353-1402-062
Section/Unit Enterprise Infrastructure Services / Network Engineering	Supervisor's Name
Division Infrastructure Service Division	Supervisor's Classification IT Manager I
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 12/10/2018

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

May be required to move certain equipment. Some overnight travel may be required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input checked="" type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input checked="" type="checkbox"/> System Engineering |

Under direction, the incumbent works as a technical specialist in the EDD's Infrastructure Services Division (ISD), within the Network Engineering Group (NEG), in support of the organization's enterprise information technology operations, including all associated hardware/software components and the confidential and sensitive data used at the EDD. The incumbent is responsible for the implementation, maintenance and operations of the organization's statewide information technology systems.

The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

The incumbent acts as a technical specialist on systems software/hardware projects, and/or on information systems.

Over time, the incumbent will progress through the ranges of the class, and work will increase in complexity and coordination for larger impact as more experience is gained. An incumbent in Range A should be able to perform tasks with some assistance, an incumbent in Range B should be able to perform tasks with little assistance and an incumbent who has reached Range C should be able to perform the tasks independently, and assist newer staff in the process as needed.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
20%	Performs complex technical network engineering tasks in support of the ISD's lines of business, and serves as system consultant on a rotating basis with other specialists, including providing leadership, mentorship, and training to assigned lower-level and or less experienced Network Services staff.
15%	Monitors and assigns all network engineering related Service Desk tickets. Trains and mentors lower-level staff and or the less experienced staff to meet ISD standards to ensure that network engineering related problems are accurately diagnosed and resolved in a timely manner. Monitors and analyzes problem trends utilizing network management tools. Provides capacity and trend analysis reports. Provides specialist-level support on all installs and upgrades to switches in the EDD network. Performs site surveys with the appropriate Department of Technology (CDT) and telecom staff for new sites and field office upgrades. Works with Department of Technology (CDT) and telecom staff for installing circuits at remote field office locations. Updates and refines network connectivity documentation such as Visio network diagrams, connectivity maps, data closet and equipment rack layouts.
15%	Maintains thorough understanding and demonstrates specialist-level knowledge of the Open Systems Interconnection (OSI) model. Demonstrates knowledge of network traffic patterns and networking topologies. Demonstrates specialist knowledge of Software-Defined Data Center and Virtual Private Network. Demonstrates specialist knowledge of hardware and software based load balancers and firewalls. Continually monitors and assesses network and application performance. Acts as a specialist and mentors less experienced staff with the analysis and resolution of complex network hardware and software related connectivity problems. Communicates resolutions to lower-level staff and appropriate customers. Ensures resolutions are documented per Service Desk software tools.
10%	Effectively communicates with the project team and with customer contacts, partnering divisions, and branch management. Prepares and gives presentations regarding projects as required. Utilizes presentation skills to effectively report/present findings and deliverables as required.
10%	Develops, implements, and maintains complex software based network management and monitoring tools. Trains lower-level and less experienced staff on the proper usage of the network management and monitoring tools and software.

10%	May act as team lead/specialist for certain department projects in the Network Engineering Group. Supports the evaluation and testing of hardware and software for the client/server infrastructure and systems. Supports Agency network infrastructure refresh and technology enhancements throughout the State.
10%	Responds to any assigned network issues, concerns, or outages. Provides timely and efficient responses to all assigned ticket notifications and provides troubleshooting assistance. Provides management with recommendations to problem resolution. Communicates with all parties involved including customers, support staff, and Service Desk staff to ensure everyone knows estimated resolution times.
Percentage of Duties	Marginal Functions
5%	Invests in personal development through continuous education to maintain position related knowledge in the information technology field with the emphasis in infrastructure services. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout the EDD.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Intermittent (34-50%) Sitting: Intermittent (34-50%)
Walking: Repetitive (26-33%) Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting Pushing/Pulling: 26-50% of the time
Lifting: 26-50% of the time Bending/Stooping: 1-25%
Other: *Click here to enter text.*

Type of Environment: a. Cubicle b. Outdoors c. N/A d. N/A
Interaction with Public: a. N/A b. N/A c. N/A.

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)

May serve as lead and mentor

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Civil Service Classification
IT Specialist I

Position Number
280-353-1402-062

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

Duties meet class specification and allocation guidelines.

CPU Analyst initials

Date
approved

dmg

9/4/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

[Click here to enter text.](#)

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE
- PROVIDE A COPY TO THE EMPLOYEE