

**Department of Consumer Affairs**

Position Duty Statement

HR-41 (Revised 07/2015)

<b>Classification Title</b> Information Technology Specialist (ITS) III	<b>Board/Bureau/Division/Office</b> Office of Information Services (OIS)
<b>Working Title</b> Network Architect	<b>Section/Unit/Geographic Location</b> OIS / Enterprise Technology Services / Sacramento
<b>Position Number</b> 610-710-1415-XXX	<b>Name and Effective Date</b>

**General Statement:** Under the administrative direction of the Enterprise Technology Services Information Technology Manager (ITM) II, the ITS III independently plans, organizes, and directs all activities associated with the research, development, implementation, and support of the Department of Consumer Affairs (DCA) network environments utilizing multiple vendors software and equipment. The incumbent has responsibility for support of and oversight of the DCA's entire network including headquarters and at the Federated Data Center supporting the DCA clients in offices statewide and online. This position is in the System Engineering domain.

Duties include, but not limited to the following:

**A. Specific Activities Essential (E) / Marginal (M) Functions**

**70% Advanced Network Administration, Development, Implementation and Maintenance (E)**

- Design, install, monitor, maintain and document all aspects of extremely complex hybrid networks of the DCA. Implement and maintain data center architecture. Perform the most complex tasks to optimize/enhance DCA's network and security capabilities; accordingly, including hardware and software, such as enterprise servers, firewalls, redundancy/failover hardware and software, virtual servers, operation systems, backup software, security software, filtering software, and all other associated current and future software and hardware. (45%)
- Mentor Network Services team members on design, installation, maintenance, and documentation of all aspects of the highly complex DCA infrastructure, including hardware and software, such as enterprise servers, firewalls, redundancy/failover hardware and software, virtual servers, operation systems, backup software, security software, filtering software, etc. (25%)

**25% Security (E)**

- Develop, implement, and maintain the most complex security strategies and methods to protect DCA's systems and data; ensure security procedures and policies are in compliance with standards set forth by State Administrative Manual (SAM), DCA, and other State directives and national standards. Collaborate with the Data and Security Architecture team on all security appliance initiatives and projects to ensure strong, current, and valid protection of DCA information assets. Develop, implement, and maintain DCA IT usage guidelines and procedures; enforcing guidelines where there is none and/or failed compliance.

**5% Project/Contract Management (M)**

- Perform project management to ensure project plans are complete; tasks and deliverables are managed. Manage contracts/contractors to ensure statement of works/contract deliverables are managed, timelines are met, and deliverables are acceptable. Perform or provide oversight for acceptance testing, and ensure invoices are paid according to contract requirements. Investigates, analyzes, and evaluates project feasibility, develops project costs and benefit analysis/estimates, evaluates risks, and estimates resources needed for staff and consultants. Perform other duties as assigned.

**B. Supervision Received**

The incumbent works under the administrative direction of the ITM II and may receive assignments from OIS Information Technology Manager IIs, the OIS Chief Technology Officer (CEA B) and the OIS Chief Information Officer (CEA C).

**C. Supervision Exercised**

The incumbent does not supervise but may act in a lead capacity providing technical and project management leadership.

**D. Administrative Responsibility**

None

**E. Personal Contacts**

The incumbent has contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

**F. Actions and Consequences**

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

**G. Functional Requirements**

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a

copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

#### **H. Other Information**

The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

##### Conflict of Interest:

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

##### Criminal Offender Record Information:

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to DCA's (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

#### **Required Technical Knowledge**

Unix/Linux

Windows

LAN/WAN/Cloud Network

- Networking and networking protocols
- Security standards and security protocols
- Virtual Private Network
- Network load balancing
- HyperConverged Infrastructure networking
- Kubernetes/Docker networking
- Storage technologies networking
- Backup/Recovery technologies networking
- Database technologies networking
- Logging technologies networking
- In-Service Software Upgrade
- Terminal Access Controller Access-Control Systems
- Radius

**Additional Performance Expectations**

- Ability to work cooperatively with others
- Ability to work efficiently
- Ability to report to work on time
- Ability to maintain consistent, regular attendance
- Ability to work under changing deadlines
- Ability to look and act in a professional manner
- Ability to get along with others
- Ability to exhibit courteous behavior towards others at all times
- Ability to meet deadlines
- Ability to perform tasks with minimal amount of errors
- Ability to do completed staff work

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature

Date

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Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

Date

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Printed Name

**Revised: 1/2025**