

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

☐ Current☒ Proposed

RPA NUMBER 27558	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Network & VoIP Services	REPORTING LOCATION 707 3rd Street, 3rd Floor, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Monday-Friday, 8:00 a.m. to 5:00 p.m.	POSITION NUMBER 306-072-1402-058	CBID R01
CLASS TITLE Information Technology Specialist I	WORKING TITLE Network Administrator	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☒ Rank and File ☐ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the direction of the Information Technology (IT) Supervisor II, the IT Specialist I in the Department of General Services within the System Engineering domain, in the Networks & VoIP Services (NVS) Unit, acts as a subject matter expert on DGS' Information Technology systems, and is responsible for the administration, maintenance, monitoring and security of DGS' network infrastructure.

SPECIAL REQUIREMENTS ☒ Conflict of Interest ☐ Medical Evaluation ☐ Background Evaluation ☐ Background Evaluation FTB ☐ Office Technician (Typing)

Conflict of Interest

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 Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
25%	Provides expert technical administration and support of network operating systems and applications by configuring and managing network devices by utilizing network configuration scripts and web-interfaces to ensure reliable and consistent access to network resources in order to support the department's business functions.
20%	Maximizes network infrastructure efficiency by monitoring performance, troubleshooting network problems and outages, scheduling upgrades to network switches, routers, SD/WAN and cloud managed wireless networking components. Collaborating with other network engineers on network optimization, resolving network incidents, by utilizing root cause analysis, documenting and implementing lessons learned, and presenting analysis to management and enterprise architects in order to prevent future occurrences of network incidents, and improve the reliability and security of network resources, to ensure continued support of the department's business functions.
20%	Maximizes network infrastructure efficiency by monitoring performance, troubleshooting network problems and outages, scheduling upgrades to Next Generation Palo Alto Firewalls, Prisma Cloud, Global Protect Client application. Collaborating with other network engineers on network optimization, resolving network incidents, by utilizing root cause analysis, documenting and implementing lessons learned, and presenting analysis to management and enterprise architects in order to prevent future occurrences of network incidents, and improve the reliability and security of network resources, to ensure continued support of the department's business functions.

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PERCENTAGE	DESCRIPTION
20%	Monitors and oversees network infrastructure projects for conformance with established technical and operational standards by implementing quality assurance, proposing network designs, documenting network topologies, by utilizing infrastructure hardware and software life cycle standards, processes and procedures, in order to increase efficiency and consistency throughout the department, to ensure operational practices are in compliance with IT standards and departments business plan.
10%	Coordinates and facilitates training for ETS staff on activities required to implement projects, system hardware and software installations and upgrades, new procedures and techniques, by utilizing tools such as network diagrams, and topology maps, in order to provide instructions for the proper use of hardware and software in daily network operations to ensure staff are shown the correct process and proper network procedures are followed to meet DGS standards and guidelines

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Collaborates with other ETS units to support IT special projects relating to network operations in order to meet the needs of DGS customers, to ensure project timelines are achieved.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

Occasional Travel, Overnight, Weekend and After hours work may be requested to support our business requirements.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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