Office of Technology Services

Office of Technology Services / CALNET / CALNET Program Maintenance
Staff Information Systems Analyst (Specialist)
$5,507 - $7,459
Permanent/Full-time
Final File Date: 10/27/2017

Who Are We?

The Department of Technology's Office of Technology Services (OTech) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, OTech delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all of our talented staff. This position is located in Rancho Cordova with free parking.

What You’ll Be Doing…

Under the general supervision of the Data Processing Manager II, the Staff Information Systems Analyst (Staff ISA) (Specialist) acts as a technical lead, performs analysis, project management, consultation, administrative services, design, technology standards development and planning tasks related to the administration, implementation and oversight for complex statewide telecommunications private industry service suppliers networks for the State of California to ensure State and local government agencies achieve cost efficient telecommunications and Information Technology (IT) services that meet their critical business requirements. The Staff ISA (Specialist) must be able to interact on a peer-to-peer level with supplier technical resources to ensure supplier network systems and products are compliant. The Staff ISA (Specialist) performs as an advanced technical specialist to State agency executives, local governments, private industry service suppliers and Office of Technology Services (OTech) technical staff addressing complex IT issues for large complex statewide telecommunications systems.

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. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

For a more complete job description, please view the following Duty Statement.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.
Who We’re Looking For…

We’re looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Possess a thorough understanding of the CALNET Program, policy, and Code.
- Analyze information and situations, identify and solve problems, reason logically and draw valid conclusions.
- Exhibit strong communication skills in order to give presentations and effectively speak before large groups.
- Effectively manage complex telecommunications projects.
- Ability to embrace a diverse approach to problem solving, leading to continuous improvement and innovation.
- Ability to easily adapt to changing priorities; lead a team of employees and/or working groups.
- Prepare detailed written correspondence in a clear and logical manner.
- Ability to accurately plan and organize and set priorities in order to establish and meet deadlines.
- Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.

How to Apply…

Interested applicants must submit a State application electronically or to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Kathy 17-084/ JC 84742
Inquiries: Jennifer Tortorici (916) 431-5470

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application may not be processed.

To be considered for the position of Staff Information Systems Analyst (Specialist) classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at https://cdt.ca.gov/career-opportunities/state-hiring-process/ for information and instructions on the hiring process.

The Fine Print…

Applications will be accepted only from individuals currently at the Staff Information Systems Analyst (Specialist) level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.
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**
September 25, 2017

**B. APPOINTMENT EFFECTIVE DATE**

**C. CURRENT POSITION NUMBER**
695-390-1312-010

**D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)**

**E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION**
Office of Technology Services / CALNET Program / CALNET Program Maintenance / Rancho Cordova

**F. CLASSIFICATION**
Staff Information Systems Analyst (Specialist)

**G. INCUMBENT NAME**
VACANT

**H. SUPERVISOR NAME AND CLASSIFICATION**
Shelley Brown, Data Processing Manager II

**I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK**

**J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)**
M – F, 8am to 5pm

**K. POSITION REQUIRES DRIVING AN AUTOMOBILE**

### Section B: Position Functions and Duties

**Organizational Setting and Major Functions**
Under the general supervision of the Data Processing Manager II, the Staff Information Systems Analyst (Staff ISA) (Specialist) acts as a technical lead, performs analysis, project management, consultation, administrative services, design, technology standards development and planning tasks related to the administration, implementation and oversight for complex statewide telecommunications private industry service suppliers networks for the State of California to ensure State and local government agencies achieve cost efficient telecommunications and Information Technology (IT) services that meet their critical business requirements. The Staff ISA (Specialist) must be able to interact on a peer-to-peer level with supplier technical resources to ensure supplier network systems and products are compliant. The Staff ISA (Specialist) performs as an advanced technical specialist to State agency executives, local governments, private industry service suppliers and Office of Technology Services (OTech) technical staff addressing complex IT issues for large complex statewide telecommunications systems.

As project lead, the Staff ISA (Specialist) conducts and/or reviews complex analytical studies and surveys, provides technology expertise pertaining to database design, installation, customization, modification and maintenance of all telecommunications products and services provided by the private industry service suppliers to ensure the delivery of amended contract services and compliance, as well as, provides customer support for CALNET services. The Staff ISA (Specialist) performs all work in accordance with OTech/State goals, objectives and policies, Public Contract Code, Government Code, State Administrative Manual (SAM), State Telecommunications Management Manual (STMM), and Office of Technology Services (OTech) Policies and other related laws and policies.

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. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

### Essential Functions

**Percentages shall be in increments of 5, and should be no less than 5%**

The Staff Information Systems Analyst (Specialist) performs as project lead on complex administrative and contractor maintenance responsibilities which include: participation in the development of statewide policy, business specifications for statewide services, CALNET contractors oversight reports and procedures and high-level technical presentations for agencies’ executives, contractors, vendors, OTech executive management and staff by:

- Participating in the development and dissemination of business telecommunications systems and IT services policies, procedures and guidelines (i.e. STMM policies, Agency Telecom Representative (ATR) Bulletins, OTech training manuals, etc.) to state and local
government agencies to ensure compliance with Federal and State legislation, Federal Communications Commission (FCC), and California Public Utilities Commissions (CPUC) laws and policies. The policies must ensure that access to state business information and services is improved and the policy is cost effective for the State.

- Performing as an advanced technical specialist and escalation contact to ensure CALNET services comply with and address systemic issues pertaining to network monitoring and administrative tools and reports required from the contractor per the terms and conditions of CALNET.
- Researching, developing and implementing statewide telecommunications standards and specifications documents for IT series, as requested by the Department of Technology.
- Representing the Department in delivering effective high-level technical, enterprise level presentations and status reports to customer agencies’ executives, private industry service suppliers, OTech executive management and/or staff.
- Overseeing and directing CALNET contractors in contract compliance, reporting contract usage, taxes, and administration fees and ensuring customers are receiving services ordered.
- Preparing monthly and quarterly reports on: CALNET contract usage and growth, managing of CALNET products and services, contractor fiscal inventory and customer billing statistics and issues.
- Facilitating meetings to review and identify policies, procedures and tools for monitoring training issues, resources and accountability.
- Overseeing and directing CALNET contractors in developing and providing training on telecommunications principles, equipment, networks and knowledge on the product and services provided under the CALNET contract.
- Developing strategies and materials for outreach opportunities to educate CALNET customers on the advantages of and how to leverage the benefits CALNET contracts.
- Preparing User Instructions that support CALNET customers seeking CALNET services.
- Preparing high-level reports and develops documents, specifications and white papers for planning, budgeting, cost control and reporting to executive management.

Perform as a lead/advanced technical CALNET consultant to State agencies, local governments, contractors and OTech staff on the State’s complex telecommunications and network contracts to achieve greater economy, efficiency and monitor progress to ensure desirable results are obtained:

- Perform as an advanced technical lead/project manager researching, analyzing, negotiating, managing and communicating status for complex IT statewide projects.
- Evaluate, identify and recommend solutions on complex issues or problems for complex telecommunications and network services contracts for State agencies, local government, and executive management.
- Establish and coordinate partnerships with State and local government agencies to help improve working relationships and guide customers to cost-effective statewide business telecommunications solutions to meet their business requirements.
- Act as advisor, liaison and escalation contact to oversee/facilitate interaction and coordination between multiple entities to negotiate prompt and appropriate resolutions of a variety of most complex telecommunications contract related issues and problems.
- Recommend policies, statutory authority, regulations, procedures and methods of operation to State and local government to ensure the most efficient and economical use of business telecommunications systems and IT services.
- Oversee, coordinate and direct the onboarding of new CALNET contractors upon award and assist with transition, migration or transfer of products and services.
- Perform as an escalation contact and advanced technical consultant, addressing customer issues pertaining to CALNET contractor’s portal applications (i.e., invoicing, trouble reporting, asset management, fiscal reporting, SLA oversight and networking monitoring) for CALNET customers and OTech staff.

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

- Maintain professional knowledge by attending education workshops, self-study, reviewing professional publications and articles, as well as, participating in peer discussion regarding technology, market environment and regulatory and legislative issues.
- Coordinate and participate in special projects and/or other related duties, as assigned.
- Attend meetings and offsite training as required.
Work Environment Requirements

- Proficiency with a personal computer and Microsoft business applications, with capability to improve skills to intermediate or better.
- Some travel may be required to visit client sites, attend meetings and/or training.
- May be required to climb stairs at various client sites.
- Periodic weekend and off shift work may be required. (Frequency varies)
- Confidentiality must be utilized at all times.

Allocation Factors (Complete each of the following factors.)

**Supervision Received:**
The Data Processing Manager II provides directions that are general in nature and the outcome desired. The Staff ISA (Specialist) is accountable for assuring work performed is complete, professionally presented and in alignment with department policies and strategies. The Staff ISA (Specialist) provides project schedule updates, as required, and ensures work is assigned to the appropriate staff and needed resources are available. The Staff ISA (Specialist) must communicate clearly and professionally, as well as, maintain an alignment with federal and state codes and regulations.

**Actions and Consequences:**
The Staff ISA (Specialist) at the highest level, researches, analyzes, studies, develops designs and makes strategic recommendations on critical components, policies and specifications that may affect statewide public safety, the effectiveness of State and local government statewide telecommunications and data systems, strategic directives and initiatives. Failure to make correct recommendations would adversely compromise and impact or cause failure of the delivery and operation of State and local government and their ability to provide mission critical services.

**Personal Contacts:**
The Staff ISA (Specialist) has regular independent contact with contractors, software/hardware developers, customers, private industry, public utilities, agency executives, OTech staff and executive management, project managers, consultants, communication professionals, government entities and the general public to provide expert level technical expertise.

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

N/A

**Supervision Exercised:**

N/A.

Other Information

The Staff ISA (Specialist) at the highest level, researches, analyzes, studies, develops designs and makes strategic recommendations on critical components, policies and specifications that may affect statewide public safety, the effectiveness of State and local government statewide telecommunications and data systems, strategic directives and initiatives. Failure to make correct recommendations would adversely compromise and impact or cause failure of the delivery and operation of State and local government and their ability to provide mission critical services.

Knowledge of or familiarity with:

- Information systems hardware, software and network configurations.
- Principles of public administration, organization and management.
- Networking technologies, components and processing environments.
- The general direction and projects within OTech.
- Governing policy/oversight source documents and state or federal oversight organizations.
- Developing administrative/business processes and procedures with a strong understanding of the most complex data center Network Service Delivery and functionality of network components.

**Desirable Qualifications:** (List in order of importance.)

**Ability to:**

- Possess a thorough understanding of the CALNET Program, policy, and Code.
- Analyze information and situations, identify and solve problems, reason logically and draw valid conclusions.
- Exhibit strong communication skills in order to give presentations and effectively speak before large groups.
- Effectively manage complex telecommunications projects.
- Ability to embrace a diverse approach to problem solving, leading to continuous improvement and innovation.
- Ability to easily adapt to changing priorities; lead a team of employees and/or working groups.
- Prepare detailed written correspondence in a clear and logical manner.
- Ability to accurately plan and organize and set priorities in order to establish and meet deadlines.
- Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.
- Maintain consistent, predictable attendance in the performance of the essential functions of the job.
- Develop and effectively utilize all available resources.
- Direct and work effectively with a wide variety of people and personality types.
- Understand the State’s technical and business environment and make judgments with a statewide perspective cognizant of its impact.

**INCUMBENT STATEMENT:** I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

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

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