Office of Technology Services
Infrastructure Services/Enterprise Network/Network Engineering Operations
Information Technology Specialist I $5,118 - $8,280
Permanent/Fulltime
Final File Date: 2/14/19

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.

Staff operates out of the Rancho Cordova area, supporting the operations of some of the largest and most sophisticated computer systems in California. Our services help ensure that critical information technology applications Californians depend on every day are available and secure.

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…

The Information Technology Specialist I (IT Spec I), operates as a team member or works independently, to support and maintain the operational function of the California Department of Technology (CDT) Statewide Data Center Network. This includes providing assistance to functional areas such as Distributed Denial of Service (DDOS) protections, Quality of Service (QOS), Internet Protocol (IPv4, IPv6), optical (fiber), virtualization solutions, functional areas of Metropolitan Area Networks (MANs), Wide Area Networks (WANs), and external customer Local Area Networks (LANs). The IT Spec I, will provide support on a variety of 2nd level network support services which include troubleshooting incidents, network equipment installation, and project assignments. This will include analysis, coordination, and response with customers, vendors, and other CDT personnel.

For a more complete job description, please see the following duty statement(s):

Information Technology Specialist I

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.
career opportunity

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.

- **Must pass a fingerprint and background criminal record check completed by the Department of Justice and Federal Bureau of Investigation.**
- Knowledge and background in network principles and concepts.
- Knowledge of Information Technology Infrastructure Library (ITIL) Service delivery and Service Lifecycle concepts and best practices.
- Knowledge of routers, switches, load balancers, content switches and firewalls.
- Experience with design and installation of copper and fiber optic cabling to internal and external customer specifications.
- Experience with maintaining closet wiring and patch upgrades.
- Ability to provide excellent customer service.
- Ability to communicate effectively to meet customers’ business needs.
- Ability to present solutions with clarity and precision in written and/or graphic form.
- Ability to communicate and work productively with technical staff, vendors, OTech management, and OTech customers independently or in a team environment.

**Ability to work independently and in a team environment.**

How to Apply…

Interested applicants must submit a State application electronically or via mail or in person to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Angie M. / RPA# 18-167 / JC# 143394
Inquiries: Amninder Khatkar (916) 228-6457

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 unless submitting electronically; otherwise, your application may not be processed.

To be considered for the **Information Technology Specialist I** classification, you must first obtain list eligibility by taking the online exam; unless, you are currently in the classification, eligible for transfer, eligible for reinstatement, eligible for a Training and Development assignment, or have SROA and/or Surplus eligibility. Visit our Career Opportunities webpage at [https://cdt.ca.gov/career-opportunities/state-hiring-process](https://cdt.ca.gov/career-opportunities/state-hiring-process) for information and instructions on the hiring process. Please visit [https://jobs.ca.gov/](https://jobs.ca.gov/) to submit an application electronically or to take an examination.

The Fine Print…

Applications will be accepted only from individuals currently at the **Information Technology Specialist I** 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.
**Section A: Position Profile**

<table>
<thead>
<tr>
<th>A. DATE</th>
<th>B. APPOINTMENT EFFECTIVE DATE</th>
<th>C. INCUMBENT NAME</th>
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<tbody>
<tr>
<td>1/25/19</td>
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<tr>
<th>D. CIVIL SERVICE CLASSIFICATION</th>
<th>E. POSITION WORKING TITLE</th>
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<tbody>
<tr>
<td>Information Technology Specialist I</td>
<td>Systems Engineer</td>
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<tr>
<th>F. CURRENT POSITION NUMBER</th>
<th>G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)</th>
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<tbody>
<tr>
<td>695-362-1402-026</td>
<td>695-380-1402-XXX</td>
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<tr>
<th>H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION</th>
<th>I. SUPERVISOR NAME AND CLASSIFICATION</th>
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<tbody>
<tr>
<td>Infrastructure Services/Enterprise Network/Network Engineering Operations/Rancho Cordova</td>
<td>Eric Gaines, Information Technology Manager I</td>
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<tr>
<th>J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)</th>
<th>K. POSITION REQUIREMENTS:</th>
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<tbody>
<tr>
<td>MONDAY – FRIDAY, 8AM -5PM</td>
<td>FINGERPRINT BACKGROUND CHECK: YES NO</td>
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<tr>
<td></td>
<td>DRIVING AN AUTOMOBILE: YES NO</td>
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**Section B: Position Functions and Duties**

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

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

- [ ] Business Technology Management
- [ ] IT Project Management
- [ ] Client Services
- [ ] Information Security Engineering
- [ ] Software Engineering
- [ ] System Engineering

**Organizational Setting and Major Functions**

Under the direction of the Network Engineering Operations, Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I), operates as a team member or works independently, to support and maintain the operational function of the California Department of Technology (CDT) Statewide Data Center Network. This includes providing assistance to functional areas such as Distributed Denial of Service (DDOS) protections, Quality of Service (QOS), Internet Protocol (IPv4, IPv6), optical (fiber), virtualization solutions, functional areas of Metropolitan Area Networks (MANs), Wide Area Networks (WANs), and external customer Local Area Networks (LANs). The IT Spec I, will provide support on a variety of 2nd level network support services which include troubleshooting incidents, network equipment installation, and project assignments. This will include analysis, coordination, and response with customers, vendors, and other CDT personnel.

<table>
<thead>
<tr>
<th>% of time performing duties</th>
<th><strong>Essential Functions</strong> (Percentages shall be in increments of 5, and should be no less than 5%)</th>
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<tr>
<td>50%</td>
<td>Network installations and Maintenance for the Statewide Data Center in support of customer services:</td>
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- Respond to and troubleshoot customer and network related incidents received in Infrastructure Services.
- Monitor and respond to Remedy Asset/Change/Incident/Work Order/Task modules.
- Perform troubleshooting analyses and resolution support for various network technologies including but not limited to routers, switches, network load balancers, firewalls, Virtual Private Networks (VPN), Virtual and Private Cloud computing, Wireless, Dense Wave Division Multiplexing, (etc.).
- Install and configure network equipment to include but not limited to routers, switches, and firewalls on behalf of customer Service Requests and Data Center projects.
- Install operating system upgrades and patches for various network devices.
- Install copper and fiber optic cabling to internal and external customer specifications.
- Coordinate with vendors on work on data center network, including Telecommunications (Telco) Vendors to escort, isolate, and resolve network connectivity problems.
- Provide Technology Recovery support for customers during testing.
- Maintain and monitor Campus LAN and closet wiring and patch upgrades.
- Incident Response (occasionally after hours and weekends).
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<tr>
<th>% of time performing duties (Continued)</th>
<th>25%</th>
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### Network Engineering Operational Support:
- Coordinate implementation with stakeholders and the Office of Technology Services (OTech) network hardware located at customer locations locally.
- Research and evaluate network capacity, components, circuit types, configurations and technology.
- Provide support for internal wireless devices.
- Coordinate cabinet installation or redesign with appropriate department staff.

### Network Analysis and Documentation:
- Maintain network database(s).
- Research network diagrams.
- Document appropriate descriptions and status for each install, including problem installs.
- Participate in weekly Configuration and Design meetings.
- Attend meetings with peers, vendors, customers, and management as required.
- Research and analyze with developing and revising operational requirements and procedures.
- Analyze equipment and performance requirement trade-offs.

### Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)
- Other related duties as required.

### Work Environment Requirements
- May be required to work after hours, weekends, or holidays (frequency varies).
- May be required to travel throughout the state, to install or remove network equipment, work on data center projects, and/or resolve network issues.
- May be required to carry a cellphone or communications device during business hours and occasional off shift and weekends.
- Work is occasionally conducted in a raised floor computer environment.
- May be required to lift up to 50 lbs.
- Must pass a fingerprint and background criminal record check completed by the Department of Justice and Federal Bureau of Investigation.

### Allocation Factors (Complete each of the following factors.)

#### Supervision Received:
The IT Spec I receives direction from the IT Mgr I. Installations and/or project assignments will be assigned by the unit IT Mgr I. All assignments will be objective based, stressing target dates, accuracy, and will require written update reporting on a weekly basis.

#### Actions and Consequences:
Decisions and consequences have a major impact to network and system availability. Implementation of data communications solutions at OTech is of extreme importance. Failure to exercise sound judgment could severely impact the network and customer confidence.

#### Personal Contacts:
The IT Spec I will have frequent communications with OTech’s management, technical staff, customers, and data communications vendors.

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

N/A

#### Supervision Exercised:
None; however, may act in a lead role over lower-level staff.

### Other Information

#### Desirable Qualifications:
- Knowledge and background in network principles and concepts.
- Knowledge of Information Technology Infrastructure Library (ITIL) Service delivery and Service Lifecycle concepts and best practices.
- Knowledge of routers, switches, load balancers, content switches and firewalls.
- Experience with design and installation of copper and fiber optic cabling to internal and external customer specifications.
- Experience with maintaining closet wiring and patch upgrades.
- Ability to provide excellent customer service.
- Ability to communicate effectively to meet customers' business needs.
- Ability to present solutions with clarity and precision in written and/or graphic form.
- Ability to communicate and work productively with technical staff, vendors, OTech management, and OTech customers independently or in a team environment.
- Ability to work independently and in a team environment.

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

INCUMBENT NAME (PRINT)  INCUMBENT SIGNATURE  DATE

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

SUPERVISOR NAME (PRINT)  SUPERVISOR SIGNATURE  DATE

Eric Gaines