

DUTY STATEMENT

PROPOSED

RPA NUMBER (HR USE ONLY)

16-107

TECH 052 (REV. 08/2015)

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 10/24/16	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-380-1367-008	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Network Architecture and Security Engineering, Enterprise Network, STND, Rancho Cordova	
F. CLASSIFICATION Systems Software Specialist III (Technical)	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Gary Jellis, Systems Software Specialist III (Supervisory)	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday – Friday, 8:00 AM – 5:00 PM	K. POSITION REQUIRES DRIVING AN AUTOMOBILE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

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).

	<p>Organizational Setting and Major Functions</p> <p>Under administrative direction of the Systems Software Specialist III (Supervisory) of the Network Architecture and Security Engineering Unit, within the Network Engineering Section, Enterprise Network Branch, of the Statewide Telecommunications and Network Division (STND), the Systems Software Specialist III (Technical) works independently as the recognized technical specialist and is responsible for the most complex aspects of planning, designing, implementing, supporting, and optimizing the Office of Technology Services (OTech) Wide Area Network (WAN), Metropolitan Area Network (MAN), and the Local Area Network (LAN). This requires technical knowledge of the TCP/IP networks and protocols, and the ability to troubleshoot the most complex problems involving the OTech network. The incumbent provides technical expertise, advice and guidance to OTech staff and customers regarding their roles in these projects, as well as identifies and solves network problems.</p>
<p>% of Time Performing Duties 50%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Perform as a project leader or team member on the most complex customer projects, with statewide implications critical to the business success of the OTech network and our customers, to advance the Department’s Strategic and Tactical Plans and improve customer service.</p> <ul style="list-style-type: none"> • Troubleshoot and respond at a mastery specialist level to change requests and incidents, involving the most complex hardware and/or software affecting a large number of users referred from lower level IT staff. • Provide knowledge transfer and mentoring to network and service desk staff related to OTech network support and troubleshooting. • Use a variety of tools for troubleshooting including protocol analyzers, application analysis tools, network monitoring tools, and other devices and best practices for 2nd and 3rd level network trouble shooting. • Use a variety of the most complex network management tools to independently install, configure and manage routers, switches, communications links and other networking equipment, as required, to proactively achieve high reliability, availability and performance in the OTech Network. • Provides mastery level support for the OTech multi-protocol network, including the installation, configuration and support of one or more of these technologies: Routers, Switches, Virtual Routing and Switching, Virtual Private Networks (VPN), Network Load Balancers, Firewalls, Firewall DMZs, and Dense Wave Division Multiplexing (DWDM). • Analyze, design, plan, create, develop, test, implement, document, tune and optimize the most complex and diverse OTech data center and State of California LAN and WAN based projects.

<p>25%</p>	<p>Provide consulting services and work collaboratively with customers in the most complex network LAN and WAN planning, implementation, and troubleshooting in multi-protocol environments including voice, wireless, video and advanced security.</p> <ul style="list-style-type: none"> • Evaluate vendor hardware specifications, copper and fiber optic media technologies, and network infrastructure requirements. • Evaluate new technologies affecting the OTech Hosted Applications environment, both in response to customer requirements, and to take advantage of opportunities presented by new technology. • Develop and maintain knowledge of methods, tools, and procedures for supporting and troubleshooting a data center network. Identify and rectify vulnerabilities, and provide or restore security of information systems and network services. • Present solutions to the most complex problems with clarity and precision in written and/or graphic form. • Manage problems that arise in the course of all network projects. Work closely with other network support units, including the Network Management Systems Section and the Service Desk and Network Operations Center units. • Provide mentoring and training to other network support units. • As needed, make moderately complex presentations to OTech staff and customers.
<p>20%</p>	<p>As a project leader for the Network Architecture and Security Engineering Unit, use a variety of the most complex principles, methods, and tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.</p> <ul style="list-style-type: none"> • Provide technical leadership in large group customer technical support projects. • Establish and communicate Information Technology (IT) network project goals and objectives. • Prepare project plans for the implementation of the most technically complex projects with emphasis on work that needs to be performed after normal business hours. • Perform the most complex network changes as needed and/or at the direction of management after normal business hours. • Independently maintain a mastery level of current and future network technology and networking issues through attendance of training, seminars, and by the ongoing study of periodicals, technical literature, and vendor literature. • Participate collaboratively in the development of an information systems strategy to support an organization's business goals, and the planning of the implementation of that strategy.
<p>5%</p>	<p>Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)</p> <ul style="list-style-type: none"> • Provide consulting services for customer related projects. Recommend the purchase of systems where it is determined that they would enhance the quality and effectiveness of the customer support program. • Establish and communicate IT network project goals and objectives. • Other related duties as needed.
	<p>Work Environment Requirements</p> <ul style="list-style-type: none"> • Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). This position requires an additional background check for DOJ to protect their interests. • Periodic after hours, weekends, holidays, or on-call status may occasionally be required to meet business needs. • Travel between OTech campuses and State of California customer locations may be required. • Occasionally monitor a Department issued smartphone. • Ability to move up to 50 lbs.
	<p>Allocation Factors (Complete each of the following factors.)</p> <p>Supervision Received:</p> <p>The Systems Software Specialist III (Technical) receives administrative direction from the SSS III (Supervisory). The incumbent works independently and progress will be reported to the SSS III (Supervisory) and the Service Desk Manager.</p>

Actions and Consequences:

The network infrastructure is maintained by the Systems Software Specialist III (Technical) at OTech, and by clients under the incumbent's technical assistance and guidance. This network infrastructure is used to provide communication services that are widely used in state government and often support critical functions such as emergency services and cabinet-level communications. Restoration of network services during outages takes priority unless otherwise directed by the Unit Supervisor. Errors or omissions by the incumbent can result in disclosure or loss of confidential material, or in the interruption of essential communications services.

Personal Contacts:

The Systems Software Specialist III (Technical) will work with OTech, clients, vendors, technical staff, end-users and management personnel at all levels. Technical contact will generally be at the senior or journey person level. In addition to contacts made at the senior-level, the SSS III (Technical) contacts high-level entities in unique situations where it can be difficult to establish the contact and identify their goals. Technical contact will include communication and collaboration with the Service Desk and OTech Operations. Incumbents demonstrate a high level of presentation skills applicable to all levels of audience.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

None.

Supervision Exercised:

None, but may act a leader on projects involving the conversion to the most complex computer configurations.

Other Information

Desirable Qualifications: (List in order of importance.)

- Technical certification programs such as: CCNA, CCNP, JNCPIA-Junos, and JNCIP-ENT.
- Ambitious, highly motivated, self-starter, reliable, dependable, multi-tasking, team player.
- Ability to effectively communicate verbally and in writing.
- Ability to work productively with technical and non-technical staff, vendors, management and executives independently and in team environments.
- Working knowledge and ability to configure and troubleshoot inter-network services on routers, switches, firewalls, load balancers and sniffers.
- Experience planning, implementing, verifying and troubleshooting data center enterprise networks.
- Expert knowledge of one or more network protocols such as: EIGRP, BGP, OSPF, IS-IS, MPLS, TCP/P, SNA, Frame Relay, Spanning Tree, etc.
- Excellent customer service and sound professional judgment.
- Understand the work and assignments of other staff in the group.
- Be knowledgeable about the general direction and projects of the OTech network and Network Architecture and Security Engineering Unit and Enterprise Network Branch.
- Knowledge of IT systems (software) programming, equipment, and its capabilities and interfaces between hardware and software.
- Knowledge of requirements for the installation and implementation of the most complex IT software systems.
- Ability to program the most complex network equipment.
- Ability to develop detailed program specifications.
- Ability to analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Ability to apply creative thinking in the design and development of methods of processing information with IT systems.
- Ability to establish and maintain cooperative working relationships.
- Ability to work under pressure.
- Ability to prepare effective reports.
- Ability to coordinate the activities of technical personnel.
- Ability to mentor and/or lead technical personnel.

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

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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