

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Systems Software Specialist I (Technical)	DISTRICT/DIVISION/OFFICE D20/HQ Information Technology/Security & Network Services Division/Office of Network Technologies	
WORKING TITLE Network Systems Analyst	POSITION NUMBER 900-170-1587-027	EFFECTIVE DATE June 2014

As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by being innovative and flexible; reporting to work regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT:

Under the general direction of the Supervisor, Network Operations, a Systems Software Specialist III (Supervisor), the incumbent functions as a technician on network and security system projects related to the Caltrans Wide Area Network (WAN). This includes working independently as a technical expert or as part of a team on network and security issues and helping guide other information technology professionals in network and security application design and integration. The incumbent will participate in the design, implementation and maintenance of the wide area network, network security, and proprietary software including the proper operation and configuration of routers, switches, firewalls, VPN remote access, and highly technical network monitoring equipment. The incumbent must work with other analysts to maintain and improve the wide area network as well as maintain daily operations and modernize the departments Enterprise network environment.

TYPICAL DUTIES:

E – Essential
M -Marginal

- 40% (E) The incumbent will provide technical support for the Departments Enterprise network environment. Support is to include design, implementation, integration and maintenance of existing and future systems. The incumbent will also assist in the implementation and maintenance of the wide area network which include the proper configuration, installation and operation of routers, switches and other network devices.
- 20% (E) The incumbent will assist in performing technology research for network communication devices and their conformance to standards regarding multi-protocol network integration, routing protocols, OSI model relationships, and network integration methodologies used to integrate various server operating systems such as NetWare, NT, and Unix. An example would be how to allow wireless connectivity to the Departments network without compromising network security.
- 20% (M) The incumbent will provide technical expertise in resolving anomalies associated with network devices and network software systems; implementation within the network of proprietary software, telecommunications software and integration of new

telecommunications hardware (use of Sniffer and other tools to document network anomalies). Perform installation, configuration and maintenance of software systems and enterprise network devices such as routers, switches, firewall devices.

- 20% (M) Develop problem definition/solutions, background, and desired objectives. Coordinate with end users in the development of detailed specifications for network hardware and software. Conduct system tests of newly installed network systems. Conduct implementation and prepare the project completion reports to document the closing of the system project and evaluate system performance.

SUPERVISION EXERCISED OVER OTHERS:

The incumbent has no direct supervisory responsibilities; however, the incumbent may act independently on decisions related to network installations.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS:

Knowledge of:

Electronic computer operating systems; Windows and UNIX, electronic data processing equipment and its capabilities.

Ability to:

Develop and maintain documentation, analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of securing data; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; speak and write effectively; prepare effective reports; coordinate the activities of technical personnel.

Analytical Requirements:

The incumbent must have a level of data processing analytical ability and expertise to permit the employee's exercise of sound judgment in all disciplines from conceptualization through detailed implementation on complex projects.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The incumbent is responsible for decisions, actions, and consequences related to the installation, maintenance of the Caltrans wide area communications equipment which provides backbone connectivity for all major information systems that are in use at Caltrans, including Caltrans information systems running at the Office of Information Technology. Continued secure operation of the network is essential

to assure that Caltrans personnel have access to mission critical applications and data distributed throughout the State of California.

PHYSICAL, MENTAL AND EMOTIONAL EQUIREMENTS:

The incumbent may be required to sit for long periods of time using a keyboard; work in highly intense situation when network failures occur and immediate resumption of services is paramount; deal effectively with pressure, maintain focus, and intensity yet remain optimistic and persistent, even under adversity; adjust rapidly to new situations warranting attention and resolution; develop and maintain cooperative working relationships with clients, staff and co-workers; respond appropriately to difficult situations.

WORK ENVIRONMENT:

While at their base of operation, employee will work in a climate-controlled office under artificial lighting. The incumbent will be required to work for limited amounts of time in high noise level computer rooms with lower than normal temperatures.

I certify that I have read, understand and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee's Name (please print) Employee's Signature Date

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

Supervisor's Name (please print) Supervisor's Signature Date