

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11381

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Enterprise Technology Solutions	POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1373 -925
UNIT NAME AND CITY LOCATED Network and VoIP Services – Sacramento	CLASS TITLE Systems Software Specialist II (Technical)
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)

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.

BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under the general supervision of the Systems Software Specialist II (Supervisory), Enterprise Infrastructure Services (EIS), the incumbent acts as a team leader and subject matter expert on the more complex projects and leads the design, implementation, maintenance, monitoring, and administration of the department's more complex VoIP infrastructure, as well as provide expert-level support for the more complex network, systems and adjunct technologies supporting enterprise telecommunications

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)
35%	<p>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.</p> <p>ESSENTIAL FUNCTIONS</p> <p>All work to be accomplished in accordance with DGS Information Technology Policies and Standards; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's Statewide Information Management Manual (SIMM); California Technology Agency Policies and Standards; Department of Finance's Desktop and Mobile Computing Policy (DMCP); the State's IT Security Policy and Standards; and any updates to the above policies and procedures which are addressed through Budget Letters or other methods to ensure compliance with Federal and State government regulations and rules.</p> <p>VOIP System Administration –</p> <ul style="list-style-type: none"> Evaluate and conduct the more complex technical telecommunication support to DGS' customers by implementing the more complex functions of the VoIP product suite such as: media servers and gateways, unified messaging, softphones, IP conference bridge, and other upcoming highly complex applications. Advise and provide expert-level support and subject matter expertise throughout all phases of the product deployment lifecycle: Installation, Product Evaluation, Pilot / Trial, Deployment, On-going Support, and Customer Site visits in order to create the requirements for purchase requests.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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GS 907T (REV. 03/05)

RPA- 11381-ETS

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	<p>ESSENTIAL FUNCTIONS (continued)</p> <ul style="list-style-type: none"> • Provide expert-level subject matter expertise, in collaboration with the telecommunications liaison in order to conduct the more complex system upgrades in order to ensure equipment is maintained at appropriate levels. • Provide expert-level subject matter expertise in collaboration with the network engineers in order to establish and monitor the more complex converged network cabling standards to ensure uniformity at all statewide sites. • Perform the more complex Call Vectoring, SIP Trunking, VoIP Signaling, Capacity Planning, Real Time Protocol data flows, Convergence, dial planing, e911 and PSAPs, Differentiated Services, DSCP trust boundries and H323 call signaling in order to provide clear sound quality and maintain the more complex VoIP system at operational level readiness. • Monitor and ensure the more complex technical operations of the management system such as network output, device availability, and error management are at standards in order to provide real-time monitoring of jitter, latency, and packet loss which contribute to degradation of voice quality. • Produce and evaluate the more complex traffic reports in order to monitor highly complex trends and long-term traffic engineering in order to provide business ready VoIP systems. • Perform and coordinate the more complex telecommunication maintenance such as POE switch configurations, QoS and CoS configurations in order to ensure maximum availability for DGS VoIP systems. • Coordinate the more complex installation of telecommunication lines not associated with the converged voice/data network in order to provide reliable business communications and provide DGS with a single point of contact and subject matter expert for the more complex network provisioning. • Provide expert-level support for the more complex Automated Call Distribution and Interactive Voice Response application systems in order to respond to critical and the more complex incidents from first and second level support. • Monitor and evaluate the more complex telecommunications performance in order to prevent down time. • Research and analyze and review the more complex technical problems involving telecommunications technology affecting DGS customers such as unified communications and covergence in order to provide DGS with a robust VoIP system. • Develop the more complex system specifications including operational, security, and performance requirements using current technology standards in order to provide DGS with a secure high performance VoIP system meeting DGS business requirements. • Serve as the expert-level subject matter expert on-site and have regular interaction with management and solution vendors in the design, configuration, and implementation of the more complex VoIP projects such as Fax over IP and unified communications in order to keep DGS VoIP network highly available. <p>25% VoIP System Design and Implementation –</p> <ul style="list-style-type: none"> • Evaluate, design, and maintain the more complex voice and video systems and services, including VoIP solutions, ACD, auto attendant, and voicemail in order to provide for DGS Voip services. • Evaluate and conduct the more complex system upgrades and enhancements such as unified communications to ensure upgrades are properly installed and maintained in compliance with standards and procedures. • Research, evaluate, and recommend highly complex telecommunication hardware and software to ensure DGS' technology infrastructure remains current. • Provide the more complex analysis, design, and implementation plans for future telecommunications enhancements to ensure systems that will support DGS' mission. • Conduct the more complex system administration and maintenance of existing and proposed Unified Communications (UC) systems such as Fax over IP in order to consolidate business communications to the Volp system. • Conduct the more complex UC analysis and develop system specifications and business requirements such as SIP trunking and PRI provisioning in order to provide DGS with adequate bandwidth and quality services for the VoIP system.

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25%	<ul style="list-style-type: none"> • Develop highly complex UC procurement related documents such as UC systems design documents in order to upgrade and implement VoIP systems. • Evaluate and monitor the more complex statewide telecommunications technology projects such as CGEN to ensure quality, timeliness and adherence to standards. <p>VoIP Network Documentation –</p>
10%	<ul style="list-style-type: none"> • Provide expert-level subject matter expertise in collaboration with the Wide Area Network Engineers in development and documentation of the more complex implementation plans for telecommunication system security enhancements to ensure an orderly implementation. • Advise Local Area Network Engineers in the installation of security software and hardware for telecommunications to provide for increased functionality. <p>VoIP Network Security Maintenance –</p>
5%	<p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Attend team, section and department meetings and training. • Enter time into DGS' automated time-keeping system. • Keep executives, managers, and stakeholders informed of status of ongoing projects and tasks. • Responsible for preparing management reports for status of projects and/or assignments. • May be called during off duty hours to respond to emergencies. <p>KNOWLEDGE, AND ABILITIES</p> <p>Knowledge of: Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of the most complex information technology software systems.</p> <p>Ability to: Write complex programs; develop detailed program specifications; 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 processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.</p> <p>DESIRABLE QUALIFICATIONS</p> <p>Experience with VoIP technologies, Unified Communications and telecommunication concepts, practices, and procedures. Expert analytical skills to triage production incidents. Personal computer experience with Windows 7/8/10 and experience Microsoft Office 2010/2013. Extensive experience in computer systems and data management. Proficiency in written and oral communication.</p> <p>SPECIAL PERSONAL CHARACTERISTICS</p> <p>Strong organizational skills. Ability to work independently. Strong customer service skills. Ability to work under pressure and adjust to changes in priorities or workload.</p>

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	<p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</p> <ul style="list-style-type: none"> Daily use of personal computer, cell phone, fax, copiers and general office equipment. Frequent use of a laptop and related software applications. Occasional off-site meetings within Sacramento and occasional out-of-town (within California) meetings that may require the use of various transportation modes (i.e. airplane, taxi, car, etc.). Arrives to work on time and is fully accountable for working an eight-hour day. Comes to meetings on time and is fully prepared, including handouts for distribution when appropriate. Ability to work in a fast-paced environment and work well under pressure. Ability to analyze staff and customer needs and provide assistance. Communicate positively and cooperatively with all staff. Works extended hours as needed to meet work commitments. <p>PHYSICAL ABILITIES</p> <ul style="list-style-type: none"> Ability to walk, stand, stoop, sit, reach and lift. Ability to use repetitive hand movements in the performance of daily duties. Ability to set-up training material for various events. <p>MENTAL ABILITIES</p> <ul style="list-style-type: none"> Requires the ability to handle stress and deadlines. Understand and follow the DGS Enterprise Technology Solutions Office rules, policies, and procedures at all times.

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UNIT NAME AND CITY LOCATED Network and VoIP Services – West Sacramento	CLASS TITLE Systems Software Specialist I (Technical)
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO West Sacramento
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35%	<p>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.</p> <p>ESSENTIAL FUNCTIONS</p> <p>All work to be accomplished in accordance with DGS Information Technology Policies and Standards; the State Administrative Manual (SAM) Sections 4800 through 5953 and Sections 6700 through 6780; Department of Finance's Statewide Information Management Manual (SIMM); California Technology Agency Policies and Standards; Department of Finance's Desktop and Mobile Computing Policy (DMCP); the State's IT Security Policy and Standards; and any updates to the above policies and procedures which are addressed through Budget Letters or other methods to ensure compliance with Federal and State government regulations and rules.</p> <p>VOIP System Administration –</p> <ul style="list-style-type: none"> Evaluate and conduct complex technical telecommunication support to DGS' customers by implementing complex functions of the VoIP product suite such as: media servers and gateways, unified messaging, softphones, IP conference bridge, and other upcoming complex applications. Advise and provide advanced-level support and subject matter expertise throughout all phases of the product deployment lifecycle: Installation, Product Evaluation, Pilot / Trial, Deployment, On-going Support, and Customer Site visits in order to create the requirements for purchase requests.
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	<p>ESSENTIAL FUNCTIONS (continued)</p> <ul style="list-style-type: none"> • Provide advanced-level subject matter expertise, in collaboration with the telecommunications liaison in order to conduct the most complex system upgrades in order to ensure equipment is maintained at appropriate levels. • Provide advanced-level subject matter expertise in collaboration with the network engineers in order to establish and monitor complex converged network cabling standards to ensure uniformity at all statewide sites. • Perform complex Call Vectoring, SIP Trunking, VoIP Signaling, Capacity Planning, Real Time Protocol data flows, Convergence, dial planing, e911 and PSAPs, Differentiated Services, DSCP trust boundaries and H323 call signaling in order to provide clear sound quality and maintain a complex VoIP system at operational level readiness. • Monitor and ensure complex technical operations of the management system such as network output, device availability, and error management are at standards in order to provide real-time monitoring of jitter, latency, and packet loss which contribute to degradation of voice quality. • Produce and evaluate complex traffic reports in order to monitor complex trends and long-term traffic engineering in order to provide business ready VoIP systems. • Perform and coordinate complex telecommunication maintenance such as POE switch configurations, QoS and CoS configurations in order to ensure maximum availability for DGS VoIP systems. • Coordinate complex installation of telecommunication lines not associated with the converged voice/data network in order to provide reliable business communications and provide DGS with a single point of contact and subject matter expert for complex network provisioning. • Provide advanced-level support for complex Automated Call Distribution and Interactive Voice Response application systems in order to respond to critical and complex incidents from first and second level support. • Monitor and evaluate complex telecommunications performance in order to prevent down time. • Research and analyze and review complex technical problems involving telecommunications technology affecting DGS customers such as unified communications and convergence in order to provide DGS with a robust VoIP system. • Develop complex system specifications including operational, security, and performance requirements using current technology standards in order to provide DGS with a secure high performance VoIP system meeting DGS business requirements. • Serve as the advanced-level subject matter expert on-site and have regular interaction with management and solution vendors in the design, configuration, and implementation of complex VoIP projects such as Fax over IP and unified communications in order to keep DGS VoIP network highly available. <p>25% VoIP System Design and Implementation –</p> <ul style="list-style-type: none"> • Evaluate, design, and maintain complex voice and video systems and services, including VoIP solutions, ACD, auto attendant, and voicemail in order to provide for DGS Voip services. • Evaluate and conduct complex system upgrades and enhancements such as unified communications to ensure upgrades are properly installed and maintained in compliance with standards and procedures. • Research, evaluate, and recommend highly complex telecommunication hardware and software to ensure DGS' technology infrastructure remains current. • Provide complex analysis, design, and implementation plans for future telecommunications enhancements to ensure systems that will support DGS' mission. • Conduct complex system administration and maintenance of existing and proposed Unified Communications (UC) systems such as Fax over IP in order to consolidate business communications to the Voip system. • Conduct complex UC analysis and develop system specifications and business requirements such as SIP trunking and PRI provisioning in order to provide DGS with adequate bandwidth and quality services for the VoIP system. • Develop complex UC procurement related documents such as UC systems design documents in order to upgrade and implement VoIP systems.

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25%	<ul style="list-style-type: none"> • Evaluate and monitor complex statewide telecommunications technology projects such as CGEN to ensure quality, timeliness and adherence to standards. <p>VoIP Network Documentation –</p> <ul style="list-style-type: none"> • Provide advanced-level subject matter expertise in collaboration with the Wide Area Network Engineers in development and documentation of complex implementation plans for telecommunication system security enhancements to ensure an orderly implementation. • Advise Local Area Network Engineers in the installation of security software and hardware for telecommunications to provide for increased functionality.
10%	<p>VoIP Network Security Maintenance –</p> <ul style="list-style-type: none"> • Plan and maintain a complex disaster recovery plan to ensure the DGS telecommunications network is protected. • Provide complex technical guidance to the Statewide Network Engineers in order to plan for future enhancements to ensure systems will perform efficiently and integrate with the Statewide Communication Network.
5%	<p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Attend team, section and department meetings and training. • Enter time into DGS' automated time-keeping system. • Keep executives, managers, and stakeholders informed of status of ongoing projects and tasks. • Responsible for preparing management reports for status of projects and/or assignments. • May be called during off duty hours to respond to emergencies. <p>KNOWLEDGE, AND ABILITIES</p> <p>Knowledge of: Information technology systems (software) programming, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of complex information technology software systems.</p> <p>Ability to: Write complex programs; develop detailed program specifications; 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 processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.</p> <p>DESIRABLE QUALIFICATIONS</p> <p>Experience with VoIP technologies, Unified Communications and telecommunication concepts, practices, and procedures. Advanced analytical skills to triage production incidents. Personal computer experience with Windows 7/8/10 and experience Microsoft Office 2010/2013. Extensive experience in computer systems and data management. Proficiency in written and oral communication.</p> <p>SPECIAL PERSONAL CHARACTERISTICS</p> <p>Strong organizational skills. Ability to work independently. Strong customer service skills. Ability to work under pressure and adjust to changes in priorities or workload.</p>

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