

Enterprise Information Services  
Duty Statement

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| <b>Section:</b>         | Infrastructure Services                    |
| <b>Unit:</b>            | Integrated Communications                  |
| <b>Position Number:</b> | 065-620-1373-015                           |
| <b>Classification:</b>  | Systems Software Specialist II (Technical) |
| <b>Date:</b>            | April 2015                                 |

**Supervision:** Under the general supervision of the System Software Specialist II (Supervisor) (SSS II (Sup)), Integrated Communication unit (IC), the System Software Specialist II (Technical) (SSS II (Tech)) shall be the expert responsible for complex development, testing, troubleshooting, installation, implementation, and support of video conference and Microsoft LYNC within the adult institutions, camps, juvenile facilities, parole offices, and administrative offices for the Department on a statewide basis.

**Knowledge:** The incumbent must have complete knowledge of project management concepts, nomenclature, and processes, as well as strong team building, communication, and interpersonal skills are essential. The incumbent must have experience with Cisco TelePresence Video Communications Server, Controller and Expressway, Telemanagement Suite, End-Devices, Windows Servers, Microsoft LYNC 2010/2013, and ISDN.

Desired experience and qualifications include various networking and video protocols including Session Initiation Protocol (SIP), H.323, H.460 and H.264, Quality of Service (QoS), UC features such as real-time presence and availability, IM chat, audio and video conferencing and desktop sharing and Active Directory.

**Complexity:** The SSS II (Tech) acts as a project lead on complex video conference and Microsoft LYNC technology system deployments and ongoing support, serves as the technical specialist performing complex analytical studies and activities on complex video communication systems, projects and/or networks, and explores emerging technologies to expand and interconnect CDCR program units and external partners.

The incumbent provides hands-on technical expertise and guidance in the design, engineering, configuration, implementation, operational management and plans both hardware and software upgrades, maintenance, security, and administration of CDCR's Unified Communications (UC) environment.

**Guidelines:** The incumbent is aware that administrative and technical policies and precedents are applicable but are stated in general terms. Guidelines for performing the work are broadly stated and nonspecific requiring extensive interpretation. The incumbent will use initiative and resourcefulness in deviating from traditional methods or in researching emerging technologies to develop new methods, criteria, and/or new policies. The incumbent is recognized as a technical expert and authority in the development and interpretation of guidelines. Travel is periodically required, including site visits to operating prisons and camps.

**Scope/Effect:** Responsibilities will include oversight of complex; user need analysis, systems analysis, detailed functional design, documentation, testing, installation activities, evaluation, user support, and user training. The position leads project groups in determining processes that will need to be adapted into the CDCR system. The incumbent may also prepare detailed work plans, written reports, and high level executive summaries, position papers, and other presentations for consumption by upper management.

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**Personal Contact:** The incumbent consults and advises management, technical staff and system users to provide and make recommendations regarding systems and complex problems requiring resolutions. There is regular contact with IT staff, vendors, and external entities to coordinate problem resolution and ensure conformity of methods and practices. Incumbents contact users to discuss business and system requirements, contractors to provide oversight and contact vendors to discuss existing or new technology. The incumbent will communicate effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels and demonstrate presentation skills.

**Purpose of Contact:** The incumbent will actively participate in meetings, conferences and presentations involving matters of significant consequence. Those contacted may have diverse goals requiring the incumbent to achieve a common resolution. The incumbent must be skillful in approaching the individual or group in order to obtain the desired response (i.e. obtain agreement where there is controversy and dissimilar goals).

**Duties:** The incumbent is the senior expert in performance of all the following tasks within the unit. The actual duties of the SSS II (Tech) as the Lead for video communications include, but are not limited to the following:

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| <b>40%</b> | <ul style="list-style-type: none"><li>• Research, analyze, development, installation, recommendations, and presentations regarding new communication technology applications</li><li>• Work as project lead for the configuration and deployment of Video Communications statewide.</li><li>• Provide technical consultation regarding video communication systems policies and procedures to departmental managers and field staff,</li><li>• Prepare and present to management communication system needs, new technology trends and specific budgetary proposals.</li><li>• Develop and implement policies, standards, and procedures for quality and cost effective communication systems within the Department</li></ul>   |
| <b>20%</b> | <ul style="list-style-type: none"><li>• Provide oversight of the construction and installation of the Department's video conferencing systems and subsystems.</li><li>• Coordinate and interface with the Facility Planning, Construction, and Management Division regarding data wire infrastructure projects.</li><li>• Coordinate activities related to planning, acquisition, quality control, and technical consultation with the appropriate stakeholders or other state agencies as required.</li><li>• Assist in the development of Feasibility Study Reports, Request for Proposals, Budget Change Proposals, other required correspondence or documentation on policy decisions, and for Enterprise Information Services systems acquisition and replacement needs.</li></ul> |
| <b>20%</b> | <ul style="list-style-type: none"><li>• Research, analyze, and identify video conferencing requirements for the Department to meet safety, security, business, and operational objectives with department wide impact to maintain consistency and long term applicability.</li><li>• Monitor the programmatic value and cost effectiveness of new and existing integrated video conferencing system networks and design.</li></ul>  |

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- Coordinate the development and maintenance of video conferencing system components of the Department's Operational Recovery Plan.

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- Provide problem solving analysis, recommendations, and guidance to other project managers in the implementation of solutions for network hardware and software applications.
- Refer problems requiring third level review and support to appropriate managers for resolution. Support of the Departments video conferencing technology systems through the use of Department's PC based automated incident resolution/service request system.

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- Maintain extensive technical expertise in communications technology through continued in-service training, participation in technology related associations and review of technical and trade publications.
- Arrange for manufacturer or vendor information sessions, short term equipment evaluations, and product demonstration sessions for proposed technology solutions. Perform other related duties as required.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_