The California Student Aid Commission (CSAC), located in Rancho Cordova, is the principal state agency responsible for administering approximately $3 billion in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

Not Your Average IT Shop

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Management Team might be the right fit for you.

Highlights of the Job

Under the general direction of the Enterprise and Network Services (Infrastructure) Manager, the incumbent works independently as a high-level technical specialist on the more complex information technology systems. Maintains and supports the Commission’s network infrastructure; performs complex analytical studies and activities on complex information technology systems, projects and/or teleprocessing networks/systems. Must have the ability to work on complex information technology systems problems, analyze and identify system issues and recommend solutions. May act as project leader or participate with others on complex IT studies with a broad scope.

Preferred Qualifications

- Knowledge and experience designing, configuring, implementing and troubleshooting Cisco routers. Switches, Wireless controllers and Access Points.
- Knowledge and experience designing, configuring, implementing and troubleshooting Palo Alto Networks firewalls, SSL VPN, and IPSEC tunnels.
- Experience planning, implementing, verifying, troubleshooting, and documenting enterprise networks.
- Strong technical skills, attention to detail, and consistent follow-through.
- A willingness to learn new things and embrace change.
- An ability to communicate with individuals with all levels of technical and non-technical abilities.
- An ability to understand and carry out instructions furnished in written, oral, or diagram form.
- Must have excellent customer service skills and have strong problem-solving skills.
- Must have the technical aptitude to learn, apply and solve technological challenges, and in some cases develop solutions to resolve an end user's obstacle.
• Knowledge and understanding of LAN security principles and practices.
• Knowledge and Understanding of ssl certificates, generation, and management.
• Knowledge and experience with Cisco’s ISE (Identity Services Engine).
• Knowledge and experience designing, configuring, implementing and troubleshooting F5 load balancers.
• Knowledge and experience configuring Windows DNS and DHCP scopes.
• Knowledge and experience with Solarwinds, Nagios, and KiwiTools.
• Knowledge and experience with monitoring and alerts.
• Knowledge and experience with Amazon Web Services

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the Information Technology Specialist I classification.

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in an Information Technology Specialist I position. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter. Other methods of appointments will be considered, including Training & Development (T&D) Assignments.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the IT Specialist I (Link) classification. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

How to Apply/Final Filing Date

Please reference RPA #19-053, JC-192114, Position #270-701-1402-XXX, Information Technology Specialist I, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), submission of a résumé is optional. Applications and résumés will be accepted Until Filled. Electronic submission of applications and résumés may be completed through your CalCareer account at www.jobs.ca.gov. Please contact the Personnel Office at (916) 464-8910 or email at Personnel@csac.ca.gov if you need assistance with the electronic application process.
Applications will **not** be accepted by fax or e-mail. You may also submit your application in person or by mail at:

CA Student Aid Commission  
P.O. Box 3210  
Rancho Cordova, CA 95741-3210  
Attention: Personnel-Recruitment

CA Student Aid Commission  
11040 White Rock Road  
Rancho Cordova, CA 95670  
Attention: Personnel-Recruitment

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 IDENTITY OR EXPRESSION, 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 OF ANY PERSON.

IT IS AN OBJECTION OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.
Position Identification:

Employee Name: Vacant
Classification: Information Technology Specialist I
Working Title: Network Administrator
Position Number: 270-701-1402-XXX
Location: Rancho Cordova
License/Other Requirement: N/A
Date Prepared: January 21, 2020
Effective Date: To be determined

Function (Summary of Responsibilities):

Under the general direction of the Enterprise and Network Services (Infrastructure) Manager, the incumbent works independently as a high-level technical specialist on the more complex information technology systems. Maintains and supports the Commission's network infrastructure; performs complex analytical studies and activities on complex information technology systems, projects and/or teleprocessing networks/systems. Must have the ability to work on complex information technology systems problems, analyze and identify system issues and recommend solutions. May act as project leader or participate with others on complex IT studies with a broad scope.

☐ Business Technology Management  ☒ Information Technology Project Management
☐ Client Services  ☐ Software Engineering
☒ Information Security Engineering  ☒ System Engineering

Reporting Relationships:

Reports directly to the Information Technology Manager I under general supervision and direction as defined by the CSAC organizational structure.

Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission’s central mission is to make education beyond high school financially accessible to all Californians.

The Information Technology Services Division (ITSD) supports CSAC in the delivery of State services and information to internal and external stakeholders through information technology service management using the Information Technology Infrastructure Library (ITIL) framework.
Job-Functions:
Candidates must be able to perform the following essential functions with or without reasonable accommodations.

40% Provide support for the CSAC LAN/WAN operations, including design, configuration, installation, deployment, maintenance and troubleshooting of all CSAC network devices including but not limited to: routers, switches, and wireless controllers/access points; firewalls, SSL, VPN and load balancers, and integration with AWS. Implement and manage OSI protocols such as QoS, TLS, ARP, STP, and others. Perform software updates and upgrades. Perform problem diagnostics, troubleshooting and maintenance of hardware. Monitor and troubleshoot CSAC Network performance, optimization security, policy, and bandwidth as needed. Prepare project plans for implementing and managing technical projects. Provide training to other CSAC engineers and information system specialists.

30% Work with the server support team to plan, design, administer, configure, monitor, maintain, and support Commission network and network servers. The incumbent will troubleshoot network issues which may involve software on Windows and Linux servers. May assist in performing regular maintenance on servers; provide testing and problem resolution; provide operation backup and recovery of server data and services; perform regular maintenance on firewalls, switches and other network devices. Provide support and technical assistance to on-site and remote customers.

15% Monitor and troubleshoot network performance, capacity, and bandwidth as needed. Research, design, plan, and implement network and system upgrades and replacements. Ensure all documentation is updated and current for all network devices and architecture. Determine if staff adheres to policies and procedures as to the use of Information Technology tools at the workplace; maintain network security.

10% Follow all CSAC Incident, Change, Release and Security processes, procedures and policies. Ensure all changes made to CSAC assets are approved, performed under Change Control, and documented. Ensure all configuration documentation for CSAC network assets is maintained and network devices are configured as defined in the configuration documents. Skills and experience with scripting (Unix and Perl). Experience Evaluating new technologies and preparing technical presentations, documents, case studies, recommendations and white papers. Assist in the research and preparation of required reports or projects for control agencies for future planning of network and services for Commission staff.

Non-Essential Functions

5% Special projects and other duties as required.

Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. these job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.
**Working Conditions:**

Employee’s work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site locations. The work environment is fast-paced and requires considerable flexibility in managing time, priorities, and assignments. It can be demanding and/or stressful.

**Work Environment Requirements:**
- Professional business attire
- Required to carry a mobile device and be available by phone and/or email
- Requires periodic off-shift and weekend work
- Travel is required to attend meetings, conferences or training

**Attendance:**

Must maintain regular and acceptable attendance. This position is subject to on-call and standby time and periodic off-shift, weekend work. This position is work week group “E” which is exempted from coverage under the Fair Labor Standards Act (FLSA). A work week group “E” or salaried employee does not receive overtime compensation and may be required to work specific hours to provide services when deemed necessary by management. Employees who are excluded from FLSA shall not charge paid leave for absences of less than whole day increments or docked for absences of less than a whole day.

**Signature:**

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this duty statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the California Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

| Employee Signature | Date | Supervisor Signature | Date |

*Duties of this position are subject to change and may be revised as needed or required.*