Job Opportunity Bulletin

Staff Information Systems Analyst (Specialist)

Salary: $5,065.00 - $6,466.00
Permanent, Full-Time

FINAL FILING DATE: Until Filled

JOIN THE DDS TEAM!

For information about the DEPARTMENT OF DEVELOPMENTAL SERVICES Please visit our website at www.dds.ca.gov

Please refer to:
Position #: **473-071-1312-004**

Mail your application to:

Dept. of Developmental Services
1600 Ninth Street, MS-Q
Sacramento, CA 95814
Attention: Crissy Ortiz

All applications will be screened and only the most qualified will be interviewed.

CONTACT INFORMATION

Name: Crissy Ortiz

Number: (916) 322-7861

Email: crissy.ortiz@dds.ca.gov

The California Department of Developmental Services (DDS) currently has an outstanding opportunity for a strong candidate seeking a position as a Staff Information Systems Analyst (Specialist) (Staff ISA) in the Network Operations Support Section of the Information Services Division.

DDS is committed to providing leadership that result in quality services to the people of California and assures the opportunity for individuals with developmental disabilities to exercise their right to make choices.

Under the general direction of the Chief, Network Operations Support Section, the Staff ISA, independently or as a team member, will have the responsibility for the administration of the Firewall, Switches, UPS-APC Units, VPN and various monitoring network software tools along with other related duties in the Network Operations Support Section.
 For complete duties, please see duty statement on the following page.

DESIREABLE QUALIFICATIONS:

* Hands-on experience with TCP/IP, Cisco SSI-VPN technologies and firewall platforms
* Experience and knowledge of standard project management methodology and understanding best practices in network administration
* Excellent verbal and communication skills

ADDITIONAL INFORMATION:

This position is located in DDS' Headquarters office in downtown Sacramento. Our office is conveniently located near public transportation, parks, restaurants, and farmer's markets.

If you would like to be a part of our DDS team, please submit an original signed state application (STD. 678) and a resume. All applicants will be considered however, SROA/Surplus will be given priority.
Please be sure to include on your application the basis of your eligibility and position number **#473-071-1312-004.**

DUTY STATEMENT

JOB TITLE: Staff Information Systems Analyst (Specialist)

GENERAL STATEMENT OF DUTIES: Under general supervision, the Staff ISA independently, or as a team member, is responsible for the administration of the Firewall, Switches, UPS-APC Units, VPN and various monitoring network software tools. The Staff ISA also maintains schema for Network and works with the Information Security/Privacy Section on security policy implementation issues. The Staff ISA supports DDS network servers (including remote sites) and desktop workstations, and provides user support, including troubleshooting, repairs, and installation of PCs and peripheral equipment. Responsible for server room maintenance, Network switches, deployments, reconfigurations, and rewiring. Maintains confidentiality of information accessed in the course of business.

SUPERVISION RECEIVED: Position reports to the Chief, Network Operations Support Section (NOPSS).

SUPERVISION EXERCISED: None

TYPICAL PHYSICAL DEMANDS: Required to lift and carry objects weighing up to 25 pounds. Work on a personal computer or video display terminal up to 80% of the time.

TYPICAL WORKING CONDITIONS: Open-spaced, partitioned offices with smoke-free environment. Occasional travel to Developmental Centers is required and will be scheduled in advance. Travel frequency depends on criticality of enterprise projects.

EXAMPLES OF DUTIES:

45% **Firewall Administration.** Patch, maintain and monitor firewall activity. Analyze packet decodes to profile application flows for anomalies or to create firewall rules. Assist in remediation of virus and malware outbreaks and protection of systems from malicious or unwanted behaviors. Work with OTech and vendors as the network connectivity liaison. Maintain network connectivity documentation.

40% **User Support**. Assist with daily technical PC support for local and remote DDS staff, including: PC configurations and installations; LAN/WAN network troubleshooting.

10% **T**roubleshoot. Troubleshoot issues regarding network circuits, routers, patch panels and cabling systems. Responsible for server room maintenance, Network switches, deployments, reconfiguration, and rewiring.

5%   Develop specifications and make recommendations for security, hardware and software. Assist in Disaster Recovery planning and testing for network connectivity.

Desired/Required Skills:

- Hands-on experience with TCP/IP
- Hands-on experience with Cisco SSl-VPN technologies
- Hand-on experience with firewall platforms
- Understanding of common network security controls, especially firewalls and intrusion prevention systems.
- Proficient in troubleshooting hacking/denial of service attempts, and security alerts.
- Demonstrated knowledge with TCP/IP, DNS, and DHCP and other Netowrk protocols
- Demonstrated knowledge of network devices, firewalls and routers
- Familiarity with next generation firewalls, including Palo Alto Firewall
- Knowledge of Vlan design and implementation
- Ability to manage project schedules
- Excellent customer service and interpersonal skills required