

Benefits

- Full healthcare for you and your dependents
- Immediately start accruing 15 hours per month of sick and vacation leave, increasing over time based on years of state service. After 25 years, 24 hours are accrued monthly.
- State of California Retirement Plan! Learn more at www.calpers.ca.gov
- **Telework available** up to 3 days/week for most positions
- Training Opportunities
- Employee Assistance Program provides support during difficult times and consultation on day-to-day concerns. Offered at no-charge.

Monthly Salaries

• IT Technician	\$3,896 - \$6,233
• IT Associate	\$4,651 - \$8,238
• IT Specialist I	\$6,139 - \$9,932
• IT Specialist II	\$8,130 - \$10,893
• IT Specialist III	\$8,961 - \$12,009
• IT Supervisor II	\$8,016 - \$10,741
• IT Manager I	\$8,849 - \$11,857
• IT Manager II	\$10,734 - \$13,048

Current Job Opportunities

Learn about current job opportunities at www.dgs.ca.gov/Resources/ETS-Careers

How to Apply

1. **Create a Profile** on www.calcareers.ca.gov
2. **Take the Exam.** Search Exams with the keyword "Information Technology"
3. **Create an Application Template**
4. **Apply** for open positions

For more help, go to calhr.ca.gov and click on "Job Seekers"

ETS is composed of collaborative and supportive teams that innovate with cutting edge technologies, while preserving a positive work-life balance

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DGS
GENERAL SERVICES



**Enterprise
Technology Solutions**



APPLICATION MANAGEMENT

Builds and supports applications on 150+ different systems using advanced technologies such as AWS, Azure, DevOps, Rapid Application Development. Builds web apps with multichannel platform independent technologies, in both custom application development and industry standard Software as a Service (SaaS) technologies. The majority of new application development efforts are written using Microsoft-based technologies, as well as other SiteCore, SharePoint Online, and PowerBI.

CLOUD SERVICES

Designs, builds, and manages cloud infrastructure solutions on public and private platforms using VMware, AWS, Azure, DellEMC, and HP. These solutions encompass virtualization of compute, networks, storage and backups across the multi-cloud enterprise and leverage efficiencies in resource management, operations, and automation to provide robust infrastructure to support state government systems.

NETWORK SERVICES

Supports hardware and software for 400+ internetworked devices across 70 locations statewide for both wired and wireless networking. Supports network technologies including Cisco, Meraki, Palo Alto, and Infoblox.

SERVER ADMINISTRATION

Maintains, monitors and patches enterprise technologies such as Windows and Linux Server environments, using Microsoft System Center Configuration Manager and System Center Operations Manager. Maintains and monitors SQL and Oracle cloud databases.



ACTIVE DIRECTORY AND SECURITY OPERATIONS

Manages Identity & Access Management, Messaging, and Security Operations. Supports technologies including Microsoft 365, Azure Active Directory, Exchange Online, Proofpoint, Tenable, Delinea, Defender, and Sentinel.

INFORMATION SECURITY

Manages the information security program to ensure the confidentiality, integrity, and availability of DGS systems and applications, while protecting state information assets. Utilizes technologies including EnCase, Tenable, Sentinel, Microsoft eDiscovery, and Azure Identity Protection.

ENTERPRISE SERVICES

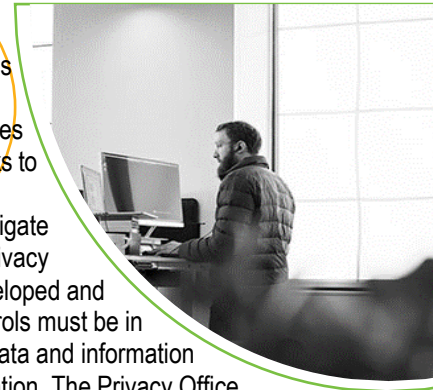
Provides enterprise-wide services to over 4,000 DGS employees and an additional 27,000 users statewide, in both private and public sectors. Administers, manages, and develops new Software as a Service (SaaS) solutions using a variety of enterprise cloud-based platform tools. Supports the ServiceNow core application, database, and workflow automation, and develops custom workflow automation systems. Applications commonly used include Microsoft 365, SharePoint Online, Power BI, Power Automate, Esri, Adobe Sign, ServiceNow, Salesforce.

DESKTOP OPERATIONS

Provides computer hardware, deployment and administration of software, asset management, change Management, and the approval Process for IT goods and services. These responsibilities include: computer build and configuration, desktop and laptop patch management software deployment, Microsoft Windows Administration, and administration of System Center Configuration Manager (SCCM).

DATA PRIVACY

As technology evolves the ability to access sensitive data becomes easier, presenting risks to data privacy and confidentiality. To mitigate these risks, robust privacy policies must be developed and adhered to, and controls must be in place to protect the data and information assets of an organization. The Privacy Office provides guidance and direction for DGS programs regarding data collection and privacy policies and procedures.



BUSINESS ANALYSIS

Consults with business partners to analyze and stay current on their IT related business needs. Collaborates with customers and internal stakeholders throughout the Systems Development Life Cycle (SDLC) from initial project concept through project release to production. Uses technologies such as Adobe XD, Azure DevOps to help manage, monitor, and provide excellent customer service and project analysis in Hybrid-Agile using SCRUM methodology.

PROJECT MANAGEMENT

Manages innovative IT projects and solutions from alternative analysis through project closure as ETS works to continuously modernize DGS programs. Initiates new projects to provide value to business customers and their clients. Throughout project lifecycle engagement with business and technology stakeholders, strives to refine business needs further using standardized processes and materials to ensure projects stay on schedule and quality solutions are delivered.

SOFTWARE TESTING

Performs manual software testing, including American Disability Act (ADA) validation, on a variety of DGS systems and websites to ensure the highest level of application quality and/or compliance with the Web Content Accessibility Guidelines 2.0. Testers participate in both Waterfall and Hybrid-Agile methodologies and provide services for Commercial-Off-The-Shelf (COTS) and custom applications hosted locally or in the cloud. Uses tools such as Azure DevOps, SiteImprove, WAVE, NVDA, SQL Server Management Studio, and Oracle SQL Developer. Testers will also explore future expansion of testing services such as test automation.