

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

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| DIVISION Information Technology Services Division | | EFFECTIVE DATE |
| BRANCH/SECTION Infrastructure Management | | CLASS TITLE Information Technology Manager II – Chief Technology Officer (CTO) |
| WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m. | | PHYSICAL WORK LOCATION Sacramento |
| INCUMBENT (if known) | | CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-406-1406-001 |
| 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 administrative direction of the Chief Information Officer (CIO), the incumbent will serve in the expert role as the Chief Technology Officer (CTO) and advisor to the CIO conducting technical research and analysis. The main purpose of the position is to review and analyze the California Public Utilities Commission (CPUC) as an entire organization, and its policies and practices to determine and make proposed amendments to ensure compliance with all control agency, regulatory, and legal mandates and best practices. In addition to providing recommendations and strategies, this role oversees the implementation. | | |
| % 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. <i>(Use additional sheet if necessary)</i> | |
| 45% | <u>ESSENTIAL FUNCTIONS:</u> Serves as key advisor to the IT Director/CIO for policy decisions affecting the Commission's computing infrastructure including desktop, server, storage and back-up hardware and software, security, applications and software standards; communication networks; internet standards; equipment acquisition, installation and maintenance and statewide technology for CPUC facilities. Develops strategic planning policy for IT infrastructure systems statewide. Works with programs and external agencies to provide functional guidance to department staff working on IT projects. Develops, implements and monitors innovative customer service and support strategies to meet the Commission's business needs while complying with Department and State IT standards, policy and guidelines. Develops and maintains the highest levels of customer service and technical support to CPUC customers. Develops and implements strategies to ensure ITSD employees are trained and developed to meet IT challenges and exceed customer expectations. | |
| 30% | Develops and implements program action plans and budgets to support the Commission's strategic goals and objectives. Directly supervise a diverse team of subordinate managers within the ITSD. Represents the Commission with the Office of the CIO/Office of Technology Services, Legislative Analyst Office and the Department of General Services on Commission infrastructure and telecommunication matters. Establishes and maintains Commission policies related to computing infrastructure required to meet current and future Commission business needs. Additionally, develops policies, standards and best use business practices for networking, operations, systems, applications, security, endpoint personal computing devices, office automation and computer facilities. | |
| 20% | Organizes the Operations work and staff. Establishes management control systems and performance targets. Develops goals and objectives, performance measures, cost allocation, charge-back practices and customer service agreements and standards related to the acquisition and operation of the Commission's computing infrastructure. | |

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

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| 5% | <p><u>MARGINAL FUNCTIONS:</u></p> <p>Advises and/or acts for the CIO on all information technology matters and responds to inquiries from legislators, public agencies and the private sector. Travel is required including some weekend work for outreach events and other job-related duties.</p> <p><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></p> <p>Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work.</p> <p>Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices.</p> <p>Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.</p> <p>Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.</p> <p>Development and application of technology in the current and future business environment; emerging technologies and their applications to business processes; policy development; and applications and implementation of information systems to meet organizational requirements.</p> <p>The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.</p> <p>A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal</p> |
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DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs.

Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services. Research and identify best practice methods and processes to identify current and emerging trends in technology and recommend appropriate courses of action.

Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Manage through subordinate supervisors; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

DESIRED KNOWLEDGE, ABILITIES, AND ANALYTICAL QUALIFICATIONS:

The incumbent must possess the highest degree of both managerial skills and technical expertise required for managing a highly complex and sensitive function, policy development, and working closely with executive level staff in and outside of CPUC.

The incumbent must have the knowledge of: principles, practices, and trends of public administration, including management, organization, planning, cost benefit analysis, budgeting, and project management and evaluation; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to IT; commitment to the department's goals and policies; principles of the governmental functions and organizations at the State level, including the legislative process.

The incumbent must have the ability to: develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary terms; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; persuasively negotiate agreements with various internal and external clients; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language, gain and maintain the confidence and cooperation of others. The incumbent must have the ability to perform politically sensitive policy influencing functions effectively and have a thorough knowledge and understanding of emerging network and telecommunications technology as well as CPUC business needs.

The incumbent must have extensive decision-making authority by initiating key actions and influencing key decisions. The scope of the work involves planning, developing and implementing technological solutions that are essential to the department's mission, and the delivery of critical services to the department and the general public. Errors in judgment or decisions could negatively affect the successful implementation of critical projects and have a serious detrimental effect on the operating efficiency of the department. Inability to respond in a timely manner to requests from the Governor's Office, Legislative Office, Department of Finance, control agency (California Department of Technology) etc. may adversely affect the department's ability to secure funding/resources vital for the implementation of projects that affect the mobility of goods within the State.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- This position is covered in the Political Reform Act and is required under the CPUC's Conflict of Interest Code to complete and file a financial disclosure Form 700 within 30 days of appointment and annually by April 1st thereafter.
- Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. Sit at a desk during core office hours. Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time. Bend and stoop to retrieve and replace files and records weighing up to 20 pounds. Move about the office and stand or sit during in person meetings.
- Proficiently use standard office technologies, including computer applications, phone equipment, Internet,

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

voicemail, email, etc.

- Occasional travel via private or public transportation (i.e., drive an automobile, take an airplane flight, etc.) including overnight lodging inside California may be required.
- This position is FLSA exempt and may require some work outside of normal business hours.

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

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

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