

☒ CURRENT
☐ PROPOSED

DUTY STATEMENT

DATE REVISED 01/09/2020			
RPA #		POSITION NUMBER (Agency - Unit - Class - Serial) 065-623-1405-001	
UNIT ADMINISTRATIVE SOLUTIONS		CLASS TITLE INFORMATION TECHNOLOGY MANAGER I	
WORKING TITLE INFORMATION TECHNOLOGY MANAGER I			
LOCATION (GEOGRAPHIC/REPORTING LOCATION) Birkmont Drive, Rancho Cordova			
EMPLOYEE INFORMATION			
EMPLOYEE NAME		DATE APPOINTED	
WORK SCHEDULE Monday through Friday		WORK HOURS 8:00 a.m. to 5:00 p.m.	
TENURE Permanent	TIMEBASE Full Time	CBID M01	WWG E
PROBATION ☐ 6 Months ☒ 12 Months ☐ N/A			
VISION AND MISSION STATEMENT			
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.			
SUPERVISION EXERCISED			
This level supervises a number of subordinate staff in the Information Technology Supervisor I, Information Technology Supervisor II, and/or Information Technology Specialist II classifications. Provides general administrative direction concerning assignments.			
GENERAL STATEMENT			
Under the general supervision of the Section Chief, Administrative Solutions Product Line, within Enterprise Information Services (EIS), the Information Technology Manager I (ITM I) manages, directs, and has an overall responsibility for the on-going operations of the SAP Enterprise Resource Planning (ERP) solution for the Business Information System (BIS) Program, including the UKG Workforce Telestaff system. The ITM I provides leadership, guidance and direction to the BIS Program. The ITM I has extensive knowledge of technology concepts, practices and methods including the phases of business analysis and software development lifecycles. The program currently includes technical solutions and support for the business functions of: Finance, Human Capital Management, Supply Chain, Employee Health, and a myriad of other sub-functions, as well as management and support in the entire technical system, application, data, interfaces and platform infrastructure. The position is also responsible for the administrative side of the BIS program, including: budgeting, accounting, portfolio and project management, procurement, contract/vendor management, staff development, policy, and compliance.			
DESCRIPTION OF DUTIES			
% 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 not to exceed 35%. <i>(Use additional sheet if necessary)</i>		

35%	Project Manager/Director for Application Design, Development, Deployment and Enhancements • Develops and Maintains Customer Relationships with Department Executives and Stakeholders. • Establishes and maintains communication and frameworks and forums for operations and project governance with department program areas and business partners across the state and vendor community. • Solves complex business problems by providing technical advice and managerial support. • Uses innovation to apply business knowledge to complex business problems technical solutions. • Recommends changes to reduce problems and increase operational efficiency. • Supports and leads solutions with service providers. Conducts acquisitions and monitors vendor delivery. • Sets, agrees, and monitors achievements of performances targets. • Advises business and IT executive management on system technical constraints, performance criteria, and interoperability issues. • Leads the preparation of the section's Budget Concept Statements and Budget Change Proposals. • Oversees the preparation of required project authority proposals. • Oversees, directs and mentors line supervisors, project managers, and team leaders. • Reviews, approves and oversees project plans and project schedules.
35%	Operational Oversight, Supervision and Workload Planning for Application Development Personnel • Develop strategy for current and future initiatives of the Product Line, EIS, and CDCR. • Define responsibilities for line supervisors, assign authority, and create staff accountability. • Reviews plans, designs, and system specifications. • Ensures compliance with security policies, data back-up and recovery procedures. • Monitors, directs and mentors team efforts to develop solutions for common maintenance problems and performance issues. • Recruit, interviews, and hires staff. Ensures line supervisors are compliant with personnel and supervisory practices. • Prioritizes work within the section. • Develops and manages the Product Line budget and provides direction/advice to the EIS budget. • Assesses impact of legislation and litigation on CDCR and EIS. • Analyzes staff project time and uses it to forecast and justify needs.
15%	Portfolio Management, Project Plans, Schedules and Reporting • Plans and coordinates multiple projects. • Oversees technical systems implementation teams through the system development life cycle. • Guides senior management toward change and balanced system solutions. • Prepares language for and negotiates contracts for the Product Line, EIS and CDCR. • Assists with establishing departmental standards and procedures. • Reports project status, risks/issues and unapproved deviations from the schedule to senior management and agency. • Defines the future technical environment through effective forecasting. • Develops contingency plans as needed. • Researches, prepares and delivers presentations to users and senior management.

15%	Methodologies, Standards, Training and Other						
	• Ensures the current product solution portfolio stays updated. • Ensures compliance to standards, procedures and methodologies. • Takes definitive responsibility for risk and issue management. • Leads and participates in the development of methodologies and standards. • Participates in formal and informal training programs to strengthen business analysis, project management, managerial and leadership skills. • Develops criteria for and evaluates commercial products to determine potential benefit to CDCR. • Provides input to proposals and cost estimates. • Performs cost benefit analysis and conducts risk analysis. • Participates in Senior Manager meetings, • Organizes and runs staff meetings.						
VARIETY AND SCOPE OF RESPONSIBILITY							
IT Domains Used: <table border="0"> <tr> <td>☒ Business Technology Management</td> <td>☒ Information Technology Project Manager</td> </tr> <tr> <td>☐ Client Services</td> <td>☒ Software Engineering</td> </tr> <tr> <td>☒ Information Security Engineering</td> <td>☐ System Engineering</td> </tr> </table>		☒ Business Technology Management	☒ Information Technology Project Manager	☐ Client Services	☒ Software Engineering	☒ Information Security Engineering	☐ System Engineering
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COMPLEXITY OF WORK							
Work at this level requires many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. Assignments require an advanced level of organizational understanding and support of innovative technical pursuits. Decisions regarding the work to be done include largely undefined issues and elements. The work requires extensive probing and analysis to determine the nature and scope of the problems and continuing efforts to establish concepts, theories, or programs; or to resolve problems generally without established guidance. Incumbents demonstrate all the necessary qualities of effective project or function leadership and play a key role in the success in the department's use of IT and to the business as a whole. Incumbents also possess the general and technical competencies needed to train/mentor organization staff and customers in a complex technical area or process.							
RESPONSIBILITY FOR DECISIONS AND ACTIONS							
At the Manager I level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions.							
PERSONAL CONTACTS/RELATIONSHIPS							
Contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of IT issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.							

CONSEQUENCE OF ERROR

The consequence of error at the Manager I level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

SPECIAL REQUIREMENTS

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgement, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and state of health, consistent with the ability to perform the assigned duties of the class, Where the position required the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.

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