

DUTY STATEMENT

ASD 045 (REV. 6/2021)

 CURRENT PROPOSED CURRENT & PROPOSED

Revision Date: 9/2/2021

1. POSITION INFORMATION		
A. Position Number:	B. Classification Title:	C. CBID:
817-433-1405-002	Information Technology Manager I	M01
D. Division:	E. Branch/Section/Unit:	F. WWG:
Technology Services	Applications Development & Testing/Innovative Design	E
G. Working Title:	H. Employee Name:	I. Effective Date:
Innovative Design Manager		Click or tap to enter a date.
2. POSITION REQUIREMENTS		
A. Special Requirements: <i>Check All That Apply</i>		
<input checked="" type="checkbox"/> Physical Requirements (Attach HSS 465-A) <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Bilingual Fluency (Non-English Language) – Specify Below <input type="checkbox"/> Other – Specify Below		
B. Special Requirements Description, as applicable:		
C. Conflict of Interest Required (Gov. Code 87300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.		
3. SUPERVISION		
A. Supervision Received: The incumbent reports directly to the Information Technology Manager II in the Applications Development & Testing Branch.		
B. Supervision Exercised: The incumbent supervises staff in the Innovative Design Section, Scrum Master and Design Solutions Units.		
4. DUTIES AND RESPONSIBILITIES OF THE POSITION		
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS		
This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.		
GENERAL STATEMENT		
Under general direction of the Information Technology Manager II (ITM II), the Information Technology Manager I (ITM I) have full supervisory and oversight responsibility for the Innovative Design Section, Scrum Master and Design Solutions Units. The incumbent supports the software development lifecycle (SDLC) process in the Applications Development & Testing Branch that supports several applications for the Department of Child Support Services (DCSS) and local child support agencies (LCSAs).		

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
ESSENTIAL FUNCTIONS	
IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input checked="" type="checkbox"/> Business Technology Mgmt. <input checked="" type="checkbox"/> Client Services <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> Information Security <input checked="" type="checkbox"/> IT Project Mgmt. <input type="checkbox"/> System Engineering
40%	<p>Leadership: Lead and supervise staff utilizing the Agile mindset to foster and implement the Agile culture to the Software Development Lifecycle process, tools, and working environment to continually improve services to DCSS customers. Perform strategic planning and visioning to modernize and find ways to reduce waste. Define success factors for Innovation Design so the team understands expectations and can map work to these success factors. Set direction and establish priorities that align to the DCSS Strategic Plan, develop a communications plan, communicate this plan and collaborate with your team on a consistent basis to achieve goals. Develop an individual leadership plan that includes how you will share information, build trusting relationships, and empower your team to take initiative and make decisions to solve problems and improve service and performance. Encourage honest dialogue and accountability by performing analysis on processes, workload, operational services, customer relations and communicate with staff using project retrospectives to identify issues, problems, or opportunities.</p>
20%	<p>Agile Processes: Perform research related to technology trends and best practices to keep yourself current on DCSS Agile processes so you may engage in honest conversations and teach your team members the benefits of being Agile and meet customer expectations. Suggest enhancements to the DCSS Agile processes and collaborate with the Agile Center of Excellence (COE) to achieve an efficient software development lifecycle. Develop a culture that welcomes the concept of inspect and adapt by being prepared and attending workload status, team mapping and other leadership/process meetings. Use the software development tools, such as Rally and Service Now to become proficient and track workload movement to ensure Innovative Design is meeting workload demands. Coach the Innovation Design staff on application design to improve services to our customers.</p>
20%	<p>Customer Focused Project Management: Direct and/or manage the development and implementation of IT projects and applications to achieve DCSS goals and business Initiatives. Guide the development and elaboration of plans and artifacts to obtain internal and external project approval. Assist with metric collection and project portfolio analysis, and project risk analysis to identify the qualitative and quantitative impact to the project so that appropriate steps can be taken to mitigate them. Improve workflow and maximize the Innovation Design team’s efficiency by developing an approach document, working with peers and others to gather metrics, and develop and implement Innovative Design strategies for improvements to support successful designs. Provide excellent customer service, communicate effectively (orally and in writing) and interact with diverse technical and non-technical groups, spanning all organizational levels within DCSS including contractors, vendors, and other State and Federal agencies to support DCSS systems using an enthusiastic and invigorating approach.</p>
15%	<p>Resource Management: Assess staff resource needs and ensure training and resources are provided to effectively implement DCSS software design</p>

	<p>solutions. Conduct periodic workload reviews in the Agile Central and Service Now tools and collaborate with staff to ensure staff understand and meet workload expectations. When necessary, communicate corrective action plans with staff to ensure workload expectations are being met. Establish staff expectations document and empower staff to become proficient in impediment resolution and self-organization by working collaboratively to adhere to Agile disciplines, DCSS vision, and IT industry standards to meet DCSS initiatives. Direct staff when issues arise that the individual or team cannot solve on their own.</p>
MARGINAL FUNCTIONS	
5%	<p>Represent Applications Development & Testing Branch on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings and serve as back-up for peers and the ITM II. Invest in personal development and growth to maintain managerial level knowledge in the information technology field with emphasis on services.</p>
5. WORKING ENVIRONMENT AND CONDITIONS	
<p>Two story building with standard office modular workspace. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings/trainings, etc., in designated areas. Requires occasional travel to off-site meeting locations, conferences, or training. Work environment is fast paced and requires the incumbent to be flexible, use good time management practices, and effectively identify priorities to complete assignments timely. May require periodic work during non-standard hours and during weekends to meet workload needs and/or to support and supervise staff who work during these hours.</p>	
6. OTHER RESPONSIBILITIES	
<p>A. Independence of Action and Consequences: Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support Program and the children of California.</p>	
<p>B. Personal Contacts: The incumbent has contact with departmental managers; supervisors; DCSS, State and LCSA staff; other governmental agencies; contractors; interface partners; and vendors to communicate general, confidential, sensitive, technical, and informative information.</p>	
<p>C. Administrative Responsibilities (Supervisory/Managerial Class Only): The incumbent performs the full range of supervisory and management duties including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.</p>	
7. ACKNOWLEDGEMENTS	
<p>A. Employee's Acknowledgement: <i>I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.</i></p> <p><i>I can perform these duties with or without reasonable accommodation:</i></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	

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 notify the Reasonable Accommodation Coordinator in the Wellness and Safeguards Unit.

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

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: *I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.*

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	