



**DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT**

712-1406-001

ACTIVE

CURRENT
 PROPOSED

1. DIVISION Information Systems Division		2. REGION OR BRANCH Infrastructure Branch	
3. REPORTING UNIT NAME Production Operations Section		4. POSITION CITY Sacramento	
5. CLASSIFICATION TITLE Information Technology Manager II		6. WORKING TITLE Production Operations Manager	
7. POSITION NUMBER 712-1406-001		8. PREVIOUS POSITION NUMBER	
9. CBID/BARGAINING UNIT M01	10. WORK WEEK GROUP E	11. TENURE Permanent	12. TIME BASE Full-Time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)? Yes 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.

14. CPC ANALYST APPROVAL **T. Cortez-Guardado** **15. DATE APPROVED** **6/8/2020**

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the administrative direction of the Infrastructure Branch Assistant Deputy Director, manage the ongoing daily operations of the Production Operations Section, which includes the Computer Operations Group, the Database Administration Group, the End User Management Group, and the Enterprise Services Support Group. The Incumbent exercises full management responsibility and accountability for subordinate managers, supervisors, staff and workload associated with the operation of this highly technical area.

The ITM II will perform duties related to the Business Technology Management and IT Project Management, including, but not limited to, Policy and Program Development, Legislative Management, IT Strategic Planning, Communications Management, Human Resources Management, Planning, and Quality Management.

17. ESSENTIAL/MARGINAL FUNCTIONS

**Relative % of time required
(in descending order)**

- 35% **(E)** Provides high-level administrative oversight of the most complex and critical infrastructure projects and activities. Directs and manages the development and implementation of IT systems, project plans and procedures. Creates and documents how resources will be applied to fulfill project goals and objectives. Develops, plans, and coordinates project activities of subordinate staff directly or indirectly by providing technical expertise and direction. Directs the formulation and interpretation of policies, plans, and procedures for identifying, evaluating, and implementing major information technology projects. Provides management oversight for approved internal Infrastructure maintenance and operations efforts.
- 25% **(E)** Provides oversight for major technology refresh efforts. Assists with metric collection and project analysis of each group within the Production Operations Section directly or through subordinate managers. Ensures that implemented technology maintains a consistent and focused approach so work products aligns with the future state and vision found in the ISD Strategic Plan, the DMV Strategic Plan, and the State IT Strategic Plan. Monitors program goals and project milestones by facilitating effective communication and collaboration among subordinate groups by ensuring proper, timely, and accurate distribution of information and/or materials.
- 20% **(E)** Facilitates IT strategic planning sessions and workshops. Develops and maintains updated policies to align with legislation, state, and internal regulations and requirements. Establishes strategic goals and disseminates IT strategic policy and associated procedures to ensure departmental mission objectives directly or through subordinate managers. Ensures that section personnel and efforts conform to prevailing IT Policy, Security Policy, and State Administration Manual (SAM) Policy.

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Develops and drafts effective Security Policy and long-range security policy goals by collaborating with the department Information Security Officer, Privacy Officer, and external stakeholders (i.e. State ISO).

20%

(E) Determines the roles and responsibilities, reporting relationships and staffing management of the unit. Develops long and short term staffing plans that meet workload needs within budgeted resources. Guides and directs subordinate managers, supervisors and staff to ensure compliance with departmental and state laws, rules, regulations, policies, and procedures in relation to human resource management and personnel development. Analyzes and makes recommendations based on these legal authorities to ensure human resource functions are executed appropriately; functions may include Personnel Development, Progressive Discipline, Training, Work Week concerns, and similar HR functions. Performs other job-related duties as required.



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18. SUPERVISION RECEIVED

Works under the administrative direction of the Infrastructure Branch Assistant Deputy Director (CEA B), the ITM II manages the operations of the Production Operations Section, directly or through subordinate managers.

19. SUPERVISION EXERCISED AND STAFF NUMBERS

The ITM II provides general direction and supervision to four ITM I's and indirect supervision to their subordinate staff.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works indoors in an office setting. Will access a computer, sit for long periods of time, and attend meetings in locations throughout the division, the building, and occasionally at other locations outside of DMV.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Demonstrated leadership experience in managing large organizations, contract management, project management, budgeting, human resources, and customer relations. Strong written and verbal communication skills. DMV operates 24/7. Incumbent may be required to carry a cell phone, work occasional evenings and/or weekend, or attend out of town classes or conferences.

Personnel with responsibilities that include Operations functions, such as patching systems for security and/or performance, will comply with all policies, procedures, and standards for operational effectiveness. Adhere to departmental standards for data back-up, recovery, integrity, control, and management.

22. PERSONAL CONTACTS

The ITM II communicates regularly with the Assistant Deputy Director of the Infrastructure Branch and the CIO. The ITM II communicates with DMV's Executive Office on project status. The ITM II communicates regularly with his or her subordinate managers and occasionally, directly, with the managers subordinate staff. The ITM II maintains relationship with internal and external stakeholders to coordinate project management activities. The ITM II communicates with managers from DMV's Human Resources. The incumbent occasionally interacts with other governmental agencies including California State Transportation Agency (CalSTA) and Department of Technology. Communications are by phone, email, in person, and mail. Interactions may be general, confidential, sensitive or informative.