

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Information Technology Manager I

POSITION NUMBER:

761-1405-XXX

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

ISD/Operations and management Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Customer Support Bureau

SUPERVISOR'S NAME:

Tommy Fanner

SUPERVISOR'S CLASS:

Information Technology Manager II

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

2 - IT Supervisor II; 1 - IT Specialist II; 3 - IT Specialist II; 1- IT Associate

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the general direction of the Information Technology Manager II (ITM II), the Information Technology Manager I (ITM I) will act as the Section Chief over the Customer Support Bureau. The ITM I reports directly to the Information Systems Division (ISD) Operations and Management Branch Chief and manages the ongoing daily operations of the the Customer Support Bureau, which includes Network Client Services Support, Service Desk and Telecommunications. The incumbent exercises full management responsibility and accountability for subordinate supervisors, staff and workload associated with the operation of the bureau

A. RESPONSIBILITIES OF POSITION:

35% Through subordinate supervisors and staff, plan, control, and coordinate the activities of the Customer Support Bureau. Provides administrative oversight of the complex and critical projects and activities for the bureau. Provides technical leadership in the support and operation of all personal computing support and telecommunication services to the department. Responsibilities include ensuring bureau engagement in supporting DSS headquarters and remote locations for all products and services offered by the bureau. Develop and review service level agreements (SLAs). Coordinate communication of ISD outages to Program areas and serve as a Duty Manager. Create a clear vision; set goals and expectations; encourage leadership; motivate staff at all levels in support of the Department's mission.

25% Provide strategic leadership within the bureau to affect long-term direction to meet the changing business needs of the department. Ensure alignment of IT personal computing and telecommunication with business strategic plans and policies. Support the on-going operations, maintenance and security of the Department's IT systems, including critical, highly complex and sensitive enterprise systems.

15% Ensure the cohesive and timely project implementation and continually evaluate processes for future policy and procedural revisions. In partnership with other ISD branches, plan, develop, and implement IT solutions for the Department. Provide the customer organization with a focused solution and information on complex IT topics and activities. Provide the highest level of consultation to customers about how to initiate projects, how to obtain services, current policies, procedures and standards, the status of departmental IT projects. Arrange information technology briefings, IT educational seminars and consult with organizations and control agencies such as the Department of Finance, Department of Technology, Office of System Integration. and Statewide Technology Procurement Division.

15% Conduct research on technology being developed and explore new uses for current and future technology that may affect the achievement of the missions and goals of the organization. Evaluate applicability of these technologies to new and existing systems/applications in order to reduce the cost of solution deployment, and adequately meet/exceed customer expectations, providing leverage-able opportunities for Departmental requirements.

5% Assess and develop bureau supervisors and staff's training plans and needs, provide training for them, monitor their performance, prepare employee performance and promotional evaluations, and counsel as needed.

5% Perform other duties as assigned by the Deputy Director or Assistant Deputy Director, which may include other miscellaneous activities, providing assistance with other special projects for Executive Management.

B. SUPERVISION RECEIVED:

The ITM I receives general direction from and reports directly to the (ITM II) the Operations and Management Branch Chief . The ITM I is expected to independently follow the Division's standard project management methodology, practices and processes.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITM I has administrative responsibility over the section budget, vendor contracts, and the development of status and project reports utilizing Division and Department standards and processes.

D. PERSONAL CONTACTS:

The ITM I has personal contact with other branch chiefs, bureau chiefs, managers and staff within the ISD, and other CDSS management, supervisors and staff, other state and federal government staff including control agencies such as the Department of Finance, Department of Technology, Statewide Technology Procurement Division, the Legislature, and vendor management and technical staffs.

E. ACTIONS AND CONSEQUENCES:

The ITM I exercises judgment in making decisions affecting the policies and procedures for the branch, as well as strategies for gaining approval of project funding requests and special project reports. The failure to maintain and apply the appropriate project management principles will adversely affect the working relationships with Divisions and may cause projects and assignment to be delayed, scheduled completion dates and milestones missed, and not meet the business needs and requirements of the Divisions and/or CDSS. Failure to meet Federal or State mandates for systems implementation could result in penalties and/or sanctions being imposed against CDSS.

F. OTHER INFORMATION:

Desirable qualifications:

Possess an extensive IT Operations background. Excellent management skills. Effective communication skills. Excellent interpersonal, writing, and verbal communication skills. Ability to adapt to changing priorities.