

**DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
CUSTOMER SERVICES BRANCH
MEMBER OFFICES DIVISION**

JOB TITLE: Information Technology Manager I (ITM I)
Constituent Communication Services
Member Offices Division

POSITION NUMBER: 156-XXX-XXX

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general direction of the Deputy Director of the Member Offices Division, the ITM I successfully plans, organizes, directs and provides leadership, supervision, guidance, mentoring and support for all activities associated with customer relationship management, product and service management, and IT consulting and support of major computer systems and services critical to the support and business functions of the California State Legislature's member offices and the Office of Legislative Counsel (OLC).

The California Legislature uses the Legislative Constituent Management System (LCMS) to track constituent requests, correspondence, issues, cases, and opinions on potential legislation which is critical to the operations of the member offices. The members rely on this system for constituent communication regarding pending legislation and legislative activities to track and resolve voter issues and complaints. The outputs are sent to constituents on behalf of the Legislators and errors in these communications may result in negative political consequence to the Legislators and immediate unfavorable media attention. The quality of the services is critical and risks to legislators and the department are extreme, therefore, these products reflect directly on the performance of the Legislative data Center (LDC). The specific customer base includes 120 California legislators, their Capitol and District Office staff, and the legislative caucuses. The ITM I is responsible for the overall management comprised of the LCMS application, Constituent Communications Section, Training and Production Services. The incumbent will supervise directly, or through subordinate management, a team of information technology specialists for LCMS training services, oversee and ensure timely and accurate processing of constituent communication requests, and provide customer relationship management for operational and product deliverables. Duties for project work includes providing guidance, overseeing development and maintenance work, establishing of processes and documenting the new system features, and coordinating with internal LDC units, legislative customers, contracting personnel and external agencies interfaces. The ITM I is responsible for budget, contracts, personnel administration, help desk, and other customer support services ensuring systems are available 24x7x365.

The incumbent will also be responsible for the implementation of new and/or emerging technologies and development efforts and has full management responsibility for directing the organization, coordinating, and controlling all activities associated with these critical legislative applications for the Legislature and OLC. The incumbent manages the communications that are critical to support the business functions of the California State Legislature. The incumbent will consult with high ranking members of both houses, OLC and Legislative support organizations to ensure operation and project budgets and project plans are understood and consistent with the business objectives of the Legislature. The incumbent will present and provide demonstrations to high-ranking officials. The incumbent is responsible for budgets, contracts, personnel and recruitment, training, development and retention of staff including supervisors and technical

staff. The incumbent will participate as a member of the LDC management team in making recommendations, developing and implementing policies. This position requires the highest level of customer service, communicating effectively and professionally with customers, LDC management and internal teams, following through on commitments, and providing timely responses and consideration internal and external customer input when completing assignments.

Information Technology Domains:

Legislative Technology Consultants:	Critical skills
Applications Services:	Critical skills
Information Security:	Moderate skills
Systems Infrastructure:	Moderate skills
Network Infrastructure:	Moderate skills
Business Technology Management:	Moderate skills
Client Services:	Critical skills
Project Management:	Critical skills

ESSENTIAL FUNCTIONS

60% Leadership/Management

- Identifies, establishes and maintains relationships with key Information Technology stakeholders to assure effective communication takes place on business requirements, operational and project objectives and issues related to the most complex Legislative Information Technology products and services.
- Oversees coordination of priorities and assignments for the Constituent Communication Section, coordinating and monitoring all operational, project activities and planned activities for the supported constituent communication applications.
- Oversees the Constituent Communication Services Section to ensure all time frame and cost estimates are met and that all sponsors and stakeholders are informed of plans, progress, issues, and solutions.
- Creates a high performance environment at the LDC and within service and project teams to ensure the highest quality information technology solutions are developed that meet the business objectives of LDC's customers.
- Oversees the implementation of new or enhanced legislative information applications, including coordination with the Legislature.
- Provides general direction to team leaders on major service developments and project assignments, monitors project progress and development to ensure milestones are met and deliverables meet service and project objectives and requirements, and provides status to LDC management and Information Technology stakeholders.
- Assists in the definition and development of policy, missions, goals, plans, and objectives of the Member

Offices Division as well as provides consultative support to other units within the agency and the Legislature.

20% Supervision, Evaluation and Training Subordinate Supervisors and staff

- Reviews recruitment procedures, hiring plans, staff development plans, develops and reviews performance reports, appointment documents, staff advancement, and Merit Salary Adjustments (MSA) for appropriateness of action and adherence to departmental hiring, EEO, and other policies. Conducts performance appraisals and prepares requisite evaluation reports.
- Mentors subordinate staff on issues of project management, personnel resourcing, scheduling, budget, and communications with executive sponsors, project stakeholders, OLC executives and the Senate and Assembly Rules Committees.
- Supervises, evaluates, and trains subordinate staff. Facilitates collaboration amongst the section teams to identify common need and shared technology solutions and processes that align with the agency and Legislative customer business goals.
- Manages preventive, corrective and formal disciplinary action and supervisory problems in accordance with State and departmental policies, practices, and procedures.

10% Consultation

- Reviews and evaluates business proposals for overall soundness of business analysis, comprehensiveness of alternative analysis and of sound IT applications meeting business requirements of the California Legislature.
- Works with internal technical teams to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluates proposals for new/enhanced legislative information technology application functions and services requested by the OLC, Senate/Assembly Rules and/or Legislature and makes appropriate recommendations and/or decisions.
- Reviews and/or participates in the evaluation of new technologies that potentially improve staff productivity or provides a means to better meet the needs of the Legislative offices.
- Serves in a consultative capacity to agency executives and the Senate and Assembly Rules Committees and the Office of Legislative Counsel.

10% Operational Services and Project Management

- Exercises overall direction of assignments and operational projects by coordinating with participants and stakeholders and monitoring project and operational activities..
- Plans, organizes, directs, and controls the activities of the team members, other LDC staff and consultants to assist with operational services and project activities.

- Oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking.
- Keeps all stakeholders apprised of plans, progress and issues while ensuring that all time frames and cost estimates are met.
- Prepares formal progress reports.

WORK ENVIRONMENT REQUIREMENTS

- Core business hours are 8 am – 5 pm. Schedule may be adjusted and is contingent upon business needs.
- The incumbent must carry a mobile device during core business hours and off-shift hours; evenings, weekends, and State Holidays for the ability to respond to calls after hours and lead multi-disciplinary IT professional teams in organizing, analyzing, troubleshooting and resolving IT problems.
- The incumbent uses secured LDC virtual private network technologies from off-site locations to access LDC’s applications/systems to perform job duties outside of standard business hours. Occasional travel may be required.
- Frequent sitting, standing, keyboarding, and use of mouse.

Supervision Received:

- The incumbent reports directly to the Deputy Director of the Member Offices Division. Assignments will be made by the Deputy Director and will be general in nature, accompanied by any special constraints and/or requirements. The incumbent will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

- The incumbent demonstrates initiative, independence of action, originality, tact and exercises sound judgement that recognizes the best interests of the State of California, the OLC and our Senate and Assembly customers. The incumbent provides recommendations to the LDC executives and management. The incumbent is responsible for the programs, projects and staff decisions and actions under its purview.
- The incumbent is responsible for applying IT policy, standards, processes, and procedures and working with the Legislative customers and internal IT teams to identify business problems, opportunities and solutions to advance business programs and services.
- The incumbent must demonstrate consistency providing excellent customer service.
- The consequence of poor decision, judgement or advice, or inadequate research may have a negative or serious impact on the reputation of the LDC and customer confidence levels. The quality of the services is very critical; risks to the California Legislators and the agency are extreme due to the political nature of the customers.

Personal Contacts:

- The incumbent will work closely with Senate and Assembly Rules executive staff, OLC executives, all LDC management, technical, operations, and administrative personnel, the vendor community, and other public agencies.
- The incumbent must develop and maintain strong working relationships with executives, management, Legislative customers, peers and staff.
- The incumbent designs, develops and presents visual presentations to inform LDC management of issues, status, system features and proposals.

Administrative Responsibilities:

- The incumbent is responsible for planning, budgeting and tracking of operations and projects.
- The incumbent manages recruiting, selecting, placement and development of section personnel. The incumbent oversees vendor and consultant contractors.

Supervision Exercised:

- The incumbent directly supervises a team of Information Technology professionals at all levels.
- The incumbent will have full management responsibility for the staff and activities of the Constituent Communication Services to coordinate and achieve the goals and objectives.

KNOWLEDGE, SKILLS, AND ABILITY REQUIRED:

Knowledge of:

- Analysis methods to obtain and translate customer's technical and information needs and provide a secure working environment.
- Business and management principles involved in planning, resource allocation, leadership techniques, and coordination of people and resources.
- Contract administration practices to ensure provisions are met by vendors, consultants or contractors.
- Hardware and software supported by LDC to assist in determining technology requirements for new application development projects and to support current systems and operations.
- Human behavior and motivation techniques to create a high performance work environment and encouraging positive working relationships with all levels of the organization and cross-functional teams.
- Information technology concepts, best practices, methods and principles which support legislative business solutions and decision making.
- Legislative environment and legislative process, including the legislative calendar and deadlines, to provide effective information technology services and solutions.
- Management principles required to maintain high performing cross-functional teams.
- Methods to investigate and resolve application issues.
- OLC Vision, Mission, Values, organizational structure, policies, processes, procedures, rules and regulations.
- Policy formulations and recommendations for executive management.
- Principles and methods to identify, analyze, specify and design highly complex secure applications that meet

customers' business requirements.

- Principles and practices of organization, administration, human resource, and budget management.
- Program and project management best practices and application development principles used to analyze highly complex automated solutions that meet legislative customers' business and information system requirements.
- Project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur and risk management to mitigate risk of failure of projects.
- State personnel practices to effectively perform personnel administration of staff resources.
- Testing methods and procedures to oversee test plans that validate the functional and performance criteria required to meet the customers' information system requirements and the information technology environment for projects.

Ability to:

- Prepare and review operational budget estimates, project proposals, and justifications for staffing, contractors, and software and hardware resources required to applications used by customers of the Legislative Application Services Section.
- Act as an advisor to executive management, managers, supervisors, colleagues, and team members.
- Address detailed examination from legislative leaders, Members, and high ranking legislative staff without deferral or delegation in a discrete and nonpartisan manner on technology initiatives.
- Advise management on formulating IT strategy, policy, and governance throughout the organization and enterprise-wide.
- Communicate well both orally and written with legislative stakeholders, executive management, managers, supervisors, colleagues, team members, contractors, and vendors to include effective presentations.
- Create a high performance work environment and perform effectively with cross-functional teams to meet goals and objectives.
- Demonstrate executive countenance and confidence required to arrive at decisions.
- Direct and oversee the implementation of new application systems for the OLC.
- Efficiently and effectively manage time and resources allocated to complete program, project and operational assignments.
- Establish and maintain strong cooperative and collaborative working relationship with agency executives, management, customers and vendors that culminates in successfully meeting customers' expectations of products and services.
- Evaluate proposed new technology for meeting business requirements of the California Legislature and work with other LDC units to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluate system performance and initiating actions as required ensuring continued effectiveness to meet the information technology needs of the OLC.
- Exercise discretion when confronted with strong pressures for and exposure to disclose confidential information because of the partisan nature of the Legislature.
- Exercise sound fiscal responsibility to adhere to fiscal guidelines, regulations, principles, and standards of the OLC when committing resources for program, project or operational support.
- Help define and develop policy, missions, goals, plans, and objectives of the Member Offices Division as well as provides consultative support to other units within the agency and the Legislature.
- Identify appropriate new technologies and the issues associated with the application of new technologies into the existing environment.
- Learn, interpret and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Motivate, guide, coach and mentor staff by conveying a commitment to work assignments in support of the OLC Vision, Mission, and Values.
- Oversee coordination of priorities and assignments for legislative applications upgrades and maintenance,

coordinate and monitor project activities and work plans to measure level of effort/schedule versus planned activities.

- Oversee the administration of, and coordinates services for, operational funding for legislative applications section.
- Perform other managerial duties as required including acting in the absence of the ITM II of the Member Offices Division.
- Produce complex reports to track program and project schedules, milestones, risks and issues, system defects and enhancement requests.
- Provide quality and timely ad hoc assignment information to executives, team members, and stakeholders.
- Provide vendor management and oversee planning and control of assignments, including management of communications, risks, issues, change requests, and incident tracking for the legislative applications assigned to the section.
- Quickly adapt to changes in program, project and operational priorities by being flexible in shifting schedules, milestone, resources or competing priorities.
- Solicit input from other LDC managers and at the same time provide constructive suggestions on process modifications to take advantage of technologies.
- Adjust rapidly to new situations warranting attention and resolution, be open to change and adapt behavior and work methods in response to new information, changing conditions, unexpected obstacles or changing priorities.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Employee's Signature

Date