

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 23668	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions (ETS)	
UNIT NAME Products & Applications Office	REPORTING LOCATION 707 3rd Street, 3rd Floor, West Sacramento, CA. 95605	
SCHEDULE (DAYS / HOURS) Mon-Fri. 8:00 a.m. to 5:00 p.m.	POSITION NUMBER 306-072-1406-XXX	CBID M01
CLASS TITLE Information Technology Manager II	WORKING TITLE Products & Applications Officer	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

**CORE VALUES / MISSION**  Rank and File  Supervisor  Specialist  Office of Administrative Hearings  Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

**POSITION CONCEPT**

Under the direction of the Chief Information Officer (CIO), within the Software Engineering, Business Technology Management, and Information Technology Project Management domains, the IT Manager II is responsible for the management and support of the Products and Applications Office (PAO), overseeing departmental custom, commercial off-the-shelf (COTS), and enterprise wide services to all Department of General Services (DGS) programs, offices, divisions, and client agencies.

**SPECIAL REQUIREMENTS**  Conflict of Interest  Medical Evaluation  Background Evaluation  Background Evaluation FTB  Office Technician (Typing)

**Conflict of Interest**

This position is designated under the Conflict of Interest Code. The 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.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
30%	Provides direction, guidance, and leadership to managers and subordinate staff throughout multiple technology units, plans and coordinates daily operations in the technology units of Enterprise Services, Custom, and Commercial Off-The-Shelf (COTS) applications, establishes policies, standards, and procedures for IT operations based on best practices ensuring compliance with state and federal law, the State Administrative Manual, the Statewide Information Management Manual, and the California Department of Technology (CDT) Letters, in order to effectively deliver IT products and applications to DGS customers, and to ensure business goals and objectives are met in a timely manner.
30%	Develops unified vision for products and application development at DGS, maintains operational direction in support of the vision, by identifying the best solution option (Custom, COTS, Low Code/ No Code, or SaaS) using industry knowledge services, academic sources, vendors, state technology forums and work groups, and other state departments in order to best align products and applications development approaches in support of DGS' diverse business needs. Incorporates best practice approaches into IT operations including Hybrid-Agile development methodology, DevSecOps (development, security, and operations), automation, user-centric design, lean process design, and IT Service Management.
25%	Establishes and maintains relationships within the department and with other state agencies in an

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

 Current Proposed

PERCENTAGE	DESCRIPTION
	effort to cooperate in ongoing information technology issues and efforts. Works with business line executives and chiefs to innovate business processes with new products and applications. Participates in the department's strategic planning working with business executives to identify areas of opportunity. Conducts and participates in meetings with the State Chief Information Office, Government Operations Agency, Agency Information Office, Director, Chief Deputy Director, Chief Information Officer, Deputy Directors, Agency Executive Officers, Office/Branch Chiefs, DOF, and the Legislature in order to establish and maintain effective communication channels. Working with other IT chiefs and managers, plans, presents, and discusses IT innovations, projects, and policies in the department's regular IT Governance meetings.
10%	Manages, directs, develops, fosters positive methods to promote staff retention and satisfaction, encourages team building, facilitates cross training, promotes continuous improvement, training, and provides continuous feedback and supervision, utilizing performance appraisals, staff time-off coordination and approval, and training for career development, and reviews the work of subordinate staff by communicating unit goals and objectives, establishing performance expectations, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, maintaining adequate staffing, providing direction and information on OHR processes, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws, rules and regulations.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
5%	Attends meetings in place of the CIO when the CIO is out of the office.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

Fast-paced work environment with competing deadlines and priorities and requiring effective handling of sensitive information. Work effectively under tight time lines, and in high pressure situations, with tact, diplomacy, and effective communications. May be called during off duty hours to respond to emergencies.

This position is eligible for telework up to five (5) days a week, in accordance with DGS's Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

Current

Proposed

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

---

*I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

*I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED