

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Supervisor II	Working Title Information Technology Supervisor II
Name of Incumbent	Position Number 280-350-1404-008
Section/Unit Mainframe Benefit Services/UI Mainframe	Supervisor's Name
Division Application Services	Supervisor's Classification Information Technology Manager I
Branch Information Technology	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 3/10/2023

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input type="checkbox"/> System Engineering |

Under the general direction of the Information Technology (IT) Manager I, in the Mainframe Benefit Services Section, the incumbent will plan, organize, direct, and manage the work of IT and non-IT staff, cross-divisional IT programs, and Units in the Application Services Division (ASD), and perform the most difficult or sensitive work, occasionally through highly experienced technical leads. Directly supervises all lower level information technology and support staff in their units. Maintains an active staff development program to provide employees with the opportunity for growth and to ensure trained staff are available for projects. Identifies, documents, and monitors defined service levels and performance management standards. Responsible for the effective implementation and maintenance of the application systems to meet Department customer needs within agreed upon schedules and ensures that systems are of high quality in terms of efficiency and maintainability and complies with Division standards for systems documentation and performance. Manages contracts, ensures compliance to project management standards, develops scope of work, and participates in vendor/product solution evaluation and selection.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
35%	Supervises the planning, estimating, and scheduling of tasks related to the development and maintenance of information management systems, and provides technical assistance/consultation to the application development staff. Ensures tasks are assigned and progressing according to plans, adequate staffing is maintained, division standards are met, remedial steps are taken to correct system errors and system walkthroughs and periodic checkpoint reviews are conducted with customer involvement and approval.
20%	Responsible for the administrative functions related to project management including providing direction to each program area, ensuring that the customers have the capability to perform their required business functions and ensuring that all data requirements, schedule dates, etc. are monitored. Ensures activities are consistent and supportive of the overall automation effort and requirements of the various customers are accommodated. Ensures status is reported to all affected participants on a timely basis.
15%	Works with supported customer management to ensure that existing production processing needs are met and to identify opportunities for future automation. Conducts regular meetings with customers to review system requirements and ASD's success in meeting those requirements and current operating procedures to assist in identifying automation opportunities.
15%	Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manages administrative activities for group staffing and budgeting. Plans group's workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.

Percentage of Duties	Marginal Functions
5%	Participates as an active member of the Application Services Division Management Team. May act as Section Chief in the Chief's absence.
5%	Manages special projects, directs studies, and/or serves as a consultant to workgroups in support of the ITB strategic direction and to improve group processes. Participates in project meetings, working sessions, and status update meetings with the project areas to provide input.
5%	Performs other duties as assigned.

Civil Service Classification

IT Supervisor II

Position Number

280-350-1404-003

- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**