

**DUTY STATEMENT  
OFFICE OF LEGISLATIVE COUNSEL  
LEGISLATIVE DATA CENTER  
LEGISLATIVE TECHNOLOGY BRANCH  
ARCHITECTED SERVICES DIVISION**

**JOB TITLE:** Information Technology Manager II  
Architected Services Division – Enterprise Application Development

**WORKING TITLE:** IT Manager II

**EMPLOYEE:** First Last Name

**POSITION NUMBER:** xxx-xxxx-xx

**EFFECTIVE DATE:** xxxxx xx, 2023

**ORGANIZATION SETTING AND MAJOR FUNCTIONS**

Under the general direction of the Deputy Director (CEA) of the Architected Services Division, the Information Technology Manager II (ITM II) works at a mastery level with depth and breadth of legislative business knowledge and technical expertise, provides leadership in policy management, maintains excellence in customer relationship, technical product and service management in support of computer systems and services that are critical to the business functions of the California State Legislature, Office of Legislative Counsel (OLC) and other customers.

The ITM II is responsible for the overall management of the Enterprise Applications and Enterprise Tools Sections. The responsibility of the ITM II will include the integrity, performance, and reliability of the Legislative Data Center’s (LDC) information systems maintained by the Enterprise Application Development Sections that provide services to the California State Legislature, the LDC, and other customers. The ITM II will oversee the plans, organization and operational and project activities associated with the customer relationship management, systems and service management, IT consulting and support of major computer systems and services that are critical to support the business functions of the Architected Services Division. The ITM II will supervise directly, or through subordinate managers, a team of information technology specialists overseeing complex mission critical legislative applications and operational services.

Through subordinate managers, the ITM II oversees the management of products including the Assembly and Senate Daily File System and associated publication, Assembly and Senate History System and associated publication, Bill Referral, Assembly and Senate Journal Legacy Systems, Senate Floor Analysis System, Assembly Bill Reporting, Speaker’s Appointment System, Assembly Floor Alert System, Mobile Applications, Reporting Services, Procurement Systems, Service Management, and other applications that are mission critical for the California State Legislature, The Legislative Data Center, and other customers. Errors within these product suites will have significant detrimental impacts to the Legislature and the success of the OLC.

The ITM II will be responsible for concurrently providing management oversight on multiple, high visibility projects requiring the mastery of technical and information technology (IT) project management concepts, principles, and practices. The ITM II will be required to provide oversight, leadership, and direction to management and staff in support of the delivery of assigned projects. Duties for project work include providing guidance and oversight of development and maintenance work; best practices of processes and documentation for system features; coordination with internal LDC units, Assembly and Senate customers, contracting personnel and external agencies. The ITM II is also responsible for management of budgets, contracts, personnel administration, customer support services, and for ensuring systems are available 24x7x365.

**INFORMATION TECHNOLOGY DOMAINS**

Legislative Technology Consultants:	Exceptional skills
Application Services:	Critical Skills
Information Security:	Critical skills
Systems Infrastructure:	Critical skills
Network Infrastructure:	Exceptional skills
Business Technology Management:	Critical Skills
Client Services:	Critical skills
Project Management:	Exceptional skills

**ESSENTIAL FUNCTIONS**

**60% Leadership/Management**

- Oversees coordination of priorities and assignments for Enterprise Application Development application development projects; coordinates and monitors project activities and work plans to measure level of effort/schedule versus planned activities.
- Provides contract management and oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking for

the Architected Services Division.

- Oversees the administration of, and coordinates services for, project funding from the agency, Senate, and Assembly.
- Directs and oversee the implementation of new enhanced legislative applications, including coordination with the Legislature, and other local, state, and federal agencies.
- Ensures all time frame and cost estimates are met and that all sponsors and stakeholders are informed of plans, progress, and issues.
- Oversees the applications and systems under the responsibility of Enterprise Application Development ensuring performance, reliability, availability, and data integrity.
- Assists in the definition and development of policy, missions, goals, plans, and objectives of the Architected Services Division as well as provide consultative support to other units within the agency and the Legislature.
- Prepares and reviews operational budget estimates, project proposals, and justifications for staffing, contractors, software, and hardware resources required to support, maintenance, and enchantments of the systems under the Enterprise Application Development unit.
- Performs other managerial duties as required including acting in the absence of the Deputy Director of the Architected Services Division.

#### **20% Supervision, Evaluation and Training Subordinate Managers/Supervisors**

- Reviews recruitment procedures, hiring plans, and 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.
- Consults with subordinate managers on issues of preventive, corrective, and formal disciplinary action and supervisory problems in accordance with State and departmental policies, practices, and procedures.
- Mentors subordinate managers and staff on issues of project management, personnel resourcing, scheduling, budget, communications with executive sponsors, project stakeholders, and the Senate and Assembly Rules Committees.
- Supervises, evaluates, and trains subordinate managers.
- Directs supervisory relationship to all Information Technology Specialist III's in the unit.

#### **10% Project Management**

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

#### **10% Consultation**

- Reviews business proposals for overall soundness of analysis, comprehensiveness of alternative analysis, appropriateness of technology selected, and application of sound information technology management techniques.
- Evaluates proposals for new/enhanced information technology services requested by the Legislature and make appropriate recommendations and/or decisions.
- Reviews and/or participates in the evaluation of new technologies that potentially improve staff productivity or provide a means to better meet the needs of the Legislature.
- Serves in a consultative capacity to agency executives and the Assembly and Senate Rules Committee.
- Evaluates operational system performance and initiate actions as required to ensure continued effectiveness to meet the information technology needs of the California Legislature. Evaluates proposed new technology for meeting business requirements of the California Legislature.
- Works with Infrastructure Services Division, Information Security Services Division, and Customer Services Branch to ensure that new technology architecture meets the strategic plan of the agency.

#### **WORK ENVIRONMENT REQUIREMENTS**

- Core business hours are 8:00 am – 5:00 pm. Schedule may be adjusted and is contingent upon business needs.
- The Information Technology Manager II carries 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 subordinate managers and multi-disciplinary IT professional teams in organizing, analyzing, troubleshooting, and resolving IT problems.
- The Information Technology Manager II 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, keyboarding, and use of mouse.

## **ALLOCATION FACTORS**

### **Supervision Received:**

- The Information Technology Manager II reports directly to the Deputy Director of the Architected Services 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 Information Technology Manager II demonstrates initiative, independence of action, originality, tact, and exercises sound judgment that recognizes the best interests of the State, the agency, and the California Legislature.

Errors, poor judgment, unplanned system downtime, and project failure on the part of the incumbent will result in political embarrassment to the California Legislature and immediate media attention. The quality of the services is very critical; risks to the California Legislators and the agency are extreme. Failure of systems under the Information Technology Manager II's responsibility might result in missing Constitutional deadlines.

### **Personal Contacts:**

Works closely with the California Legislative Counsel, OLC executive staff, Senate and Assembly Rules, executive staff, LDC management, technical, security, and operations personnel, the vendor community, and external agencies. It is imperative for the Information Technology Manager II be influential to these parties and gain their confidence.

### **Administrative Responsibilities:**

The Information Technology Manager II is responsible for planning and budgeting of the operations and projects. The incumbent manages recruiting, selecting, placement and development of section personnel. The incumbent oversees vendor and consultant contractors.

### **Supervision Exercised:**

Directly supervises subordinate Information Systems Managers and teams of Information Technology Specialists at all levels. The duties will consist of coordination and project leadership of LDC, legislative staff, and vendor staff assigned to specific projects.

## **KNOWLEDGE, SKILLS, AND ABILITY REQUIRED:**

### **Knowledge of:**

- 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.
- Customer service and support practices to provide the levels and types of services required to meet customers' business needs.
- Evaluating proposed new technology for meeting business requirements of the California Legislature and the OLC. Works with other LDC units to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluating system performance and initiating actions as required ensuring continued effectiveness to meet the information technology needs of the California Legislature.
- 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.
- Legislature's business processes to develop and support business applications that meet their business needs.
- Methods and techniques for effective organization and motivation of groups to include mentoring, teaching, and training.
- 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 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 practices 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.

### **Skills and Ability to:**

- Manage and successfully implement highly complex application development projects where the work is highly visible and critical to the Legislative Branch.
- Ability to analyze data and situations, reason logically and creatively, draw valid conclusions, develop effective solutions, and use a variety of analytical techniques to resolve problems.
- Ability to establish a good working relationship with OLC/LDC executive management, customers and vendors that culminates in successfully meeting customers' expectations of products and services.
- Formulate policies and recommendations for executive management.
- Learn, interpret and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Oversee, organize and monitor request workload to ensure timely and accurate delivery and completion of requests.
- Think tactically and strategically to provide IT solutions and services to meet customers' business needs.
- 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 oral 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.
- 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.
- 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.
- Learn, interpret, and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Listen, discern, and constructively summarize subtle and sensitive communications from legislative staff in a partisan political environment.
- Motivate, guide, coach, and mentor staff by conveying a commitment to work assignments in support of the OLC Vision, Mission, and Values.
- Perform effectively with cross-functional teams to meet goals and objectives.
- Quickly adapt to changes in program, project, and operational priorities by being flexible in shifting schedules, milestone, resources or competing priorities.

***I have discussed with my manager 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.***

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Employee's Signature

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Date