

**DUTY STATEMENT**  
DSH3002 (Rev. 11/2022)



*Box reserved for Personnel Section*

|   |   | RPA #   | C&P Analyst Approval      | Date                    |              |
|---|---|---|---------------------------|-------------------------|--------------|
| <b>Employee Name</b>  |   | <b>Division</b><br>Technology Services Division   |                           |                         |              |
| <b>Position No / Agency-Unit-Class-Serial</b><br>461-130-1406-001   |   | <b>Unit</b><br>Enterprise Infrastructure Services |                           |                         |              |
| <b>Class Title</b><br>Information Technology Manager II<br>Working Title: Chief Technology Officer  |   | <b>Location</b>                                   |                           |                         |              |
| <b>Subject to Conflict of Interest</b><br><br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   |   | <b>CBID M01</b>                                   | <b>Work Week Group: E</b> | <b>Pay Differential</b> | <b>Other</b> |
| <p><b>Briefly (1 or 2 sentences) describe the position’s organizational setting and major functions</b><br/>Under the general direction of the Chief Information Officer, the Information Technology Manager II serves as the Department’s Chief Technology Officer and has, through subordinate managers (Information Technology Manager I’s), full management responsibility for a large enterprise application development and data processing Infrastructure consisting of six physical locations with over 10,000 nodes, which supports the goals and objectives of the Department of State Hospitals. Through an IT Manager I (Hospital Services Manager), the IT Manager II is responsible for the oversight of the TSD Information Technology staff at DSH-Metropolitan, DSH-Patton, DSH-Atascadero, DSH-Coalinga and DSH-Napa.</p> |   |   |                           |                         |              |
| <b>% of time performing duties</b>  | <p><b>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first; percentage must total 100%. (Use additional sheet if necessary).</b></p>   |   |                           |                         |              |
| 50%   | <p>Implements Information Technology Infrastructure Library (ITIL) methodology enabling IT services to become more closely aligned and integrated with departmental business units. Leads the ITIL effort in establishing a business management approach and discipline to IT Service Management. This effort includes but is not limited to all the processes in the Service Support and Service Delivery components. Serves in a critical role in the transition from a decentralized organization to a centralized structure with enterprise technologies, standards, and processes.</p> <p><b>Aligns the DSH with control agency and departmental IT strategic plans, policies, standards and statewide initiatives.</b> Specifically, works toward the development and implementation of a medical grade state hospital IT infrastructure. Promotes the alignment of DSH Information Technology investments with the Agency’s enterprise architecture (Technology, Standards, and Infrastructure). Responsible for the DSH Information Technology Capital Plan (ITCP), providing the ability to develop technology solutions in the context of business priorities, while addressing enterprise standards and leveraging opportunities. Manage Sacramento and State Hospital IT managers to ensure compatibility of all information technology acquisitions within the DSH</p> |   |                           |                         |              |

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|     | <p>organization; acts as liaison between DSH and IT vendors to negotiate best value, and minimize risk.</p> <p><b>Plans, directs and coordinates computer operation activities including all data processing hardware and peripheral equipment operations in accordance with departmental goals and objectives.</b> Responsible for application design and maintenance, system and mainframe operations, LAN and WAN infrastructure development, and support of State Hospital computing infrastructure running 24 hours a day, 7 days a week. Confers with higher level managers, subordinates, and users to develop long-term objectives, taking into consideration technical, fiscal, and staffing resources.</p> <p><b>Responsibilities include IT policies and standards, strategic planning, research, education, marketing and outreach, workforce management functions including personnel actions, benefits, attendance, payroll, and other resource services, resource and project portfolio management using organizational change management, financial management services including IT acquisitions and procurements and contract services, IT asset management services and IT budget and procurement services for the enterprise; and project initiation documentation and communication to control agencies such as the California Department of Technology.</b></p>   |
| 30% | <p>Provides oversight on major complex applications and Infrastructure and develops projects designed on various architectures including enterprise architecture, application development standards, physical and virtual server farms, SAN and NAS storage, diverse LAN, Wireless LAN, client server and virtual application delivery to employee PC's and smart phones. Responsible for California Technology Agency (CTA) reporting which includes: feasibility study reports, special progress reports and post implementation evaluation reports; monitors costs; establishes branch priorities and work plans; ensures policies and procedures are developed and followed by all branch staff; and identifies areas of improvement/streamlining to increase effectiveness in obtaining customer satisfaction.</p> <p><b>Plans, organizes and directs implementation of workforce and management activities. These activities include budget, contracts, procurement, human resources, training, facilities, enterprise support and attendance management.</b></p> <p>Manages all section activities, including analysis, monitoring and capacity planning, to ensure timely network telecommunication infrastructure enhancements. Establishes objectives to provide direction for assignment of resources with balance among competing objectives. Makes assignments and due dates to meet customer goals, coaches subordinate staff to obtain maximum unit operations, promotes teamwork and fosters effective communication between the section and executive level internal and external customers and suppliers.</p> |
| 20% | <p>Works with executive level customers in the state hospitals to set strategic direction for future automation efforts, clarifying expectations and maximizing</p>   |

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|                              | <p>utility of resources. Regularly meets with executive state hospital staff to ensure communication, understanding the customer perspective, exploiting the use of technology where appropriate and gaining support to ensure goal accomplishment. Participates in departmental strategic planning efforts. Acts as liaison between DSH and external control agencies (DOF, CTA, DGS and OTECH). Partners with departments (Department of Corrections and Rehabilitation, Department of Health Care Services) to develop policy and ensure success of automation activity and support the department's mission. Negotiates license agreements with vendors to obtain optimum value for DSH and minimize risk.</p>  |
| <p>Special Requirements</p>  | <p>The incumbent is responsible to keep current with the completion of all required training.</p> <p>The incumbent is required to work in a variety of settings and security areas and may be required to report at other work locations as determined by the operational needs.</p> <p>Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards. Manage a large enterprise data processing Infrastructure consisting of nine physical locations with over 10,000 nodes, which supports the goals and objectives of the Department of State Hospitals. Work creatively, identify problems, draw valid conclusions, and develop effective solutions; apply creative thinking in the design and development of methods of processing information with information technology systems; establish and maintain cooperative relationships with those contacted in the course of the work; work under pressure; communicate effectively; prepare effective reports; coordinate the activities of technical personnel.</p> |
| <p>Supervision Exercised</p> | <p>Through subordinate managers (four IT Manager I's), has full management responsibility for a large enterprise data processing Infrastructure consisting of six physical locations with over 10,000 nodes, which supports the goals and objectives of the Department of State Hospitals. The IT Manager II is responsible for the overall management of the TSD at DSH-Metropolitan, DSH-Patton, DSH-Atascadero, DSH-Coalinga and DSH-Napa.</p>   |
| <p>Working Conditions</p>    | <p>Up to 75% of the essential functions of this position may be performed via telework and/or with flexible scheduling. Consistent with Policy Directive 5338, Telework may be considered with prior approval from management. If approved, incumbent is expected to provide in-office coverage on a rotational basis, and attend a variety of face to face meetings, and/or may travel throughout California as needed, with prior notice.</p> <p>Independence of action and the ability to manage time and multiple priorities is required.</p> <p>Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may</p>   |

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|                          | <p>be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities.</p>   |
| <p>Other Information</p> | <p>Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.</p> <p>The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments.</p> <p>The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information.</p> <p>The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.</p> <p><b><u>Statement of Economic Interests / Form 700 Requirements:</u></b><br/> The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the</p> |

Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer.

**Ethics Training and Compliance:**

Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.

I have read and understand the duties listed above and I certify that I can perform these duties and the essential functions of this position with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

**If incumbent will be working out of one of the hospitals, the incumbent will be required to have clearances of Live Scan and Medical Evaluation prior to being hired.**

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date