

DUTY STATEMENT

Class Title Information Technology Manager I	Position Number 802-354-1405-002
COI Classification <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Unit	
Section Network Infrastructure	
Branch Cloud Business Solutions	
Division Enterprise, Innovation & Technology Services	

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary: Performs functions in the domain of Business Technology Management and System Engineering. Under general supervision and direction of the Cloud Business Solutions Branch (CBSB) Chief, the Information Technology (IT) Manager (M) I serves as the Chief of the Network Infrastructure Section (NIS) and is responsible for managing and directing the California Department of Health Services' (DHCS) enterprise network and cloud infrastructure which include but not limited to on-premises network, the Amazon Web Services (AWS) cloud hosting, Microsoft (MS) Azure cloud services, public and private cloud infrastructure, and Software as a Service (SaaS). In addition to DHCS, NIS also provides network infrastructure services for the California Health and Human Services Agency and the California Department of Public Health.

The NIS Chief manages highly technical system engineers and administrators who provide support to over 70 remote sites, 2 data centers, and 500 network devices including routers, firewalls, core, distribution and access layer switches, load balancers, network management and monitoring tools, intrusion detection and prevention systems, and wireless controllers and access points. The NIS Chief is responsible for the support and administration of the DHCS Amazon Web Services platform and infrastructure. The NIS Chief manages and provides direction on new and migration of existing DHCS IT systems and applications into public and private cloud hosting environment. The NIS Chief is also responsible for the support and administration of Microsoft 365 (M365) services, Active Directory (AD) services, and email messaging services.

The NIS Chief must have skills and experience with managing or leading teams, understanding of network and cloud infrastructure and security best practices, strong knowledge of IT concepts and terminologies, and have excellent verbal and written communication skills.

Supervision Received: The ITM I receives general supervision and direction from the CBSB Chief, an ITM II. The ITM I will have broad independent responsibility and discretion over their own specific responsibilities.

Supervision Exercised: The ITM I provides supervision, technical guidance, and leadership to an IT Supervisor II, IT Specialist II's, and IT Specialist I's.

Description of Duties: The NIS Chief organizes, plans, and supervises highly technical staff responsible for maintenance and support of network and cloud infrastructure technologies and services. The NIS Chief oversees and supports policies, processes and procedures that establish and maintain network connectivity for DHCS users and remote offices throughout the state. The NIS Chief manages the operations of all of the Department's network infrastructure components including network routers, firewalls, switches, network circuits, load balancers, sensors, probes, monitoring tools, main distribution facilities, intermediate distribution facilities, cabling systems, and network and equipment design and specifications. The NIS Chief manages the operations of cloud infrastructure services including M365 services, AWS and MS Azure cloud platforms. The NIS Chief also provides analytical and technical leadership in the development and evaluation of emerging network and cloud technologies. The NIS Chief recommends and implements cost effective network technologies to optimize network availability, efficiency, and security while achieving business goals and objectives.

Percent of Time Essential Functions

40% Staff and Workload Management and Supervision

Provides administrative and operational management for the Network Infrastructure Section which is responsible for the enterprise network and cloud infrastructure. Plans, organizes and administers all NIS activities, workload, resources and day-to-day operations. Directs staff in all levels of systems operations including the research, design, implementation, and continuing support for the enterprise network and cloud infrastructure systems and platforms. Develops work assignments, sets priorities, directs the workload and adjusts as necessary due to changing priorities. Responsible for the recruitment, training, development and retention of staff. Assesses staff training needs, develops and implements training plans, conducts annual performance evaluations and performs corrective and disciplinary actions. Provides coaching and mentoring for staff. Maintains an effective workforce through retention, training, and recruitment of qualified staff.

40% Operations Management

Plans, organizes, monitors and controls activities associated with the design, acquisition, installation, configuration, implementation, operations and maintenance of the DHCS enterprise network and cloud infrastructure services. Provides leadership to ensure network and cloud services are available to support the mission critical and essential functions of the Department. Oversees all activities associated with operational performance, configuration management, information security management, change management, and incident management. Establishes and implements proper documentation of processes and procedures for the NIS. Participates and contributes in tactical and strategic planning efforts that govern the standards, processes and procedures for the NIS. Provide expert-level technical consulting to projects and business partners. Responsible for vendor management including managing IT contracts and vendor performance. Evaluates and recommends new network technologies for the Department. Ensures information systems are compliant with all department, state and federal IT and security requirements.

15% Leadership

Provides leadership for the development and continuous improvement of people, processes and technology to support the NIS. Responsible for development of reviews of new policies, processes, best practices, standards and procedures pertaining to enterprise operations, system automations and controls for the network and cloud services. Leads technology evaluation efforts and meets with internal and external stakeholders on progress, problems, and plans for future work required to develop and maintain systems that respond to the applications needs of the Department. Acts on behalf of the Branch Chief and other managers, as needed, for the continued operations of IT support for the Department. Provides active participation in Division initiatives and strategic planning.

Percent of Time Marginal Functions

5% Other job-related duties as assigned.

Employee's signature	Date
Supervisor's signature	Date