

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position <u>Procurement & Customer Service Manager II</u>	
		Division and/or Subdivision <u>Information Technology Services</u>	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters <u>West Sacramento</u>	
		Class Title of Position <u>Information Technology Manager II</u>	
		Position Number <u>541-021-1406-XXX</u>	
		Effective Date <u>May 1, 2023</u>	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
35%	<u>Under the administrative direction of the Chief Information Officer (CIO), Procurement & Customer Service Manager II is responsible for development of programmatic vision, operational availability, effectiveness, efficiency and providing guidance ensuring synergy and cohesiveness between teams resulting in the successful delivery of services. The incumbent will provide leadership for teams across multiple functional areas and has full management responsibility for the organizing, planning, directing, coordinating, and managing of all information technology (IT) Budget Planning, Procurement, and Customer Service units. These duties include, but are not limited to:</u> <u>Administration, Planning & Operations</u> *Oversees all ITS expenditures. *Works closely with ITM I on ITS Operating Expenses and Personnel Budget to ensure proper planning and resources allocation against goals and priorities. *Oversees and partners with ITM I & ITS Administration and Planning Human Resources (HR) liaisons on the processing of all ITS personnel transactions. *Oversees the recruitment process for the Technology Program to ensure appropriate staffing levels, approval authority, and budget allotment, as necessary. *Provides oversight and management to ITM I for both Telecommunications and IT procurements including product review, Public Safety Communications Division of the Office of the Chief Information Officer for telecommunications purchase approvals, standards list for IT Telecommunications goods and services and Telecommunications consumables purchases. *Continually evaluate current hardware and software asset management practices; looking to reduce overall IT spend across the organization. *Develops, reviews, and revises Technology Program internal office and purchasing delegation policies and procedures. *Oversees ITS disciplinary process. *Is a liaison between HR, IT & Professional Standards Program (PSP). *These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.		
Equal Employment Opportunity (EEO) Statement: All CAL FIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.			
Job qualifications and/or conditions of employment: <u>See page 2.</u>			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Supervisor Signature _____	
Date _____		Date _____	
Personnel use only		<input type="checkbox"/> Posted to Directory	
Initials and date			

Percentage of Time Required Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

30%	<u>IT Procurement Project & Vendor Management</u> *Oversees all IT Procurement Projects statewide. *Works closely with ITM I on the most complex IT procurement projects in the Information Technology Services Program to ensure proper planning and resources allocation against goals and priorities (timely completion, within scope and budget). *Provides program level oversight for applications of multiple concurrent procurement projects/larger projects including the application of project management best practices of process of initiation, planning, executing, controlling, and closing. *Coordinates with Project Management Office (PMO) and facilitate communications and interactions with the Department of Technology (CDT) for the Project Approval Lifecycle and other CDT related processes. *Effectively communicates procurement strategies to team members and stakeholders in a timely and clear fashion.
30%	<u>Statewide Customer Service:</u> *Oversees Information Technology Desktop Support statewide. *Provides leadership and guidance to subordinate supervisors and managers and foster collaboration and build strong relationships with both internal and external business partners and customers. *Strives for excellent customer services in supporting CAL FIRE field operations and emergency responding operations. *Ensures all hardware and software upgrades, security patches and repairs at desk top level, are performed in a timely manner. *Ensures operations, support, development, and infrastructure adhere to CAL FIRE best practices and standards. *Ensures support of all CAL FIRE supported IT services including both in house and commercial software applications by prioritizing and promptly addresses operational needs. *Ensures the development and deployment of streamlined and enhanced technical support practices for field and office operations.
5%	Other job-related duties as assigned. Desirable Qualifications: -Advanced IT-related degree.

*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.

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Job qualifications and/or conditions of employment: Will be working at a computer in a cubicle under artificial light. With or without reasonable accommodation will be required to occasionally bend, stoop, pull and lift and/or transport objects. Some travel (5%) may be required with possible overnight stays.

"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature _____	Date _____	Supervisor Signature _____	Date _____
Personnel use only	<input type="checkbox"/> Posted to Directory	_____	_____
Initials and Date			