CALIFORNIA CONSERVATION CORPS

**POSITION DUTY STATEMENT**

|  |  |
| --- | --- |
| WORKING TITLE OF POSITION  IT Infrastructure and Operations Manager | REPORTING UNIT NUMBER  2240 |
| DIVISION/BRANCH OR CENTER  Information Systems and Services | LOCATION  Sacramento |
| CLASS TITLE  Information Technology Manager I | POSITION NUMBEREFFECTIVE DATE  533-240-1405-tbd |

Supervision Exercised

|  |  |  |  |
| --- | --- | --- | --- |
| NUMBER  1  1  3  1 | DIRECT SUPERVISION CLASSIFICATION  Information Technology Supervisor II  Information Technology Specialist II  Information Technology Specialist I  Information Technology Associate | NUMBER  3  Up to 4 | INDIRECT SUPERVISION CLASSIFICATION  Information Technology Associate  Telecom contractors (AT&T and Verizon)  CNRA Data Center |

Effective on the date indicated, the employee performs the following duties and responsibilities assigned to the position above.

Under the general direction of the Chief Information Officer (Information Technology Manager II), the Information Technology Manager I acts as the CCC IT Infrastructure and Operations Unit manager with responsibilities that include implementation of statewide and agency specific IT and security policies, the planning, organizing and directing of all Server, Network, Telecommunication, and Help Desk activities and the security of all associated IT systems. The incumbent is responsible for the implementation, maintenance and operation, and security of the department’s statewide information technology systems. Travel is minimal (2-5% of the time) depending on CCC and project needs.

The duties for this position are focused in the System Engineering domain, however, work may be assigned in other domains as needed, such as Information Security and Client Services. System Engineering responsibilities include operation and maintenance of network, server, storage, operating system, database, hardware, and software systems.

|  |  |
| --- | --- |
| Relative time required  (Indicate %) | The specific essential functions are, but are not limited to, the following: |
| 25%    20% | **IT Policy Administration**  Responsible for the implementation of agency and statewide Information Technology and Information Security policies. Maintain active membership within the IT and security policy communities and information distribution mechanisms. Provide analysis and recommendations to the CIO for department implementation of all policies including those that may not apply to the CCC. Assemble labor and cost projections for implementation of proposed legislation or policy changes. Direct the efforts of technical staff in implementing all technical and security controls and mechanisms as required by statewide or agency policy. Work closely with CNRA security staff to customize and implement agency requirements. Act as department representative at agency security policy meetings.  **Infrastructure and Operations Support**  Oversees technical and analytical staff responsible for the design, implementation and support of the California Conservation Corps (CCC’s) most complex network infrastructure including telecommunications, Local Area Network (LAN) and Wide Area Network (WAN), and IT operations. Provides analytical and technical review, and independent analysis to ensure all applicable enterprise infrastructure policies and standards are adhered to. Directs proactive identification and resolution of the most complex technology issues. Develops and maintains plans for maintenance of technology systems and operations and configuration management. Coordinates scheduled and unscheduled off-hours network and server maintenance and upgrades. Provides strategic and technical consulting and planning expertise to management and staff in the areas of network operations, physical and virtual services, back office systems, enterprise systems administration, performance and availability monitoring, desktop configuration management and support, technology recover planning and testing. Manages infrastructure support IT contractors. Performs the annual renewal of all enterprise maintenance and support contracts. |
|  |  |
| 20%  20% | **Information Security**  Manages the CCC’s information security program to support business operations and align with the CCC’s mission, goals and objectives. Ensures that CCC systems are compliant with all applicable legal, statutory, regulatory requirements. Ensures that the primary objectives of the CCC’s information security program are met. Designs and implements technical controls or threat countermeasures for projects, systems, and applications. Oversees the implementation of CCC information security policies to ensure alignment with the federal, state and agency requirements. Oversees regular audits of existing security controls and designs and proposes changes to address external and internal threats and vulnerabilities. Collaborates with the California Natural Resources Agency (CNRA) and the California Department of Technology (CDT) Information Security Offices (ISO) to ensure department alignment with statewide information security initiatives. Responsible for investigating, resolving, and reporting all information security incidents, as required. Provides expertise in the creation and testing of the CCC Technology Recovery Plan.  **Supervision of Staff and Direction of Workload**  Organizes, prioritizes, coordinates, and administers the day-to-day activities and workload of the IT Infrastructure and Operations Section staff using appropriate supervisory measures and departmental standards and guidelines. Provides leadership and direction to staff as needed. This includes planning, directing and coordinating staff activities, using appropriate supervisory measures and departmental standards and guidelines. Defines responsibilities and assignments and ensures staff accountability. Responsible for recruiting, interviewing and hiring of Section staff. Manages the unit’s administrative processes including tracking and authorizing vacation, sick leave, overtime, training, and travel. Performs personnel administrative duties including preparation of probation reports, duty statements and various other administrative reports. Conducts annual employee performance reviews including the completion and monitoring of Performance Appraisals (PAs) and Individual Development Plans (IDPs) to ensure good feedback and communication with staff regarding their performance and achievement. Responsible for progressive discipline in accordance with departmental standards. Ensures standard operating procedures are developed, maintained, and followed by staff.  Motivates, mentors, and leads the IT Infrastructure and Operations team to achieve high productivity, high quality, and develop effective infrastructure solutions. Meets with other CCC managers and staff as needed to share information. Conducts weekly meetings to keep staff apprised of unit, branch and departmental updates. Reviews and approves monthly timesheets for state and contractor staff. Determines staff training needs and create training plans for management review.  Develops, reviews and provides reports to the Chief Information Officer (CIO) and CCC Executive Team members on performance metrics for the unit. |
| 5%  5%  5% | **Budget Oversight**  Oversees budget for unit including personnel services and operating expenses. Coordinate and provide advice on preparation of all documents required in the development and control of the unit's budget. Prepare analyses and reports for the Chief Information Officer (CIO) and/or Administrative Services Deputy Director on the status of the budget, fund allocations, and expenditures.  Estimate projected expenses and oversee day to day maintenance of the unit’s budget. Review budget on an ongoing basis and recommend effective courses of action (adjustments, deletions, modifications) to operate within allocated budget amounts. Responsible to develop annual budget build, quarterly reconciliation of allotments and TBAs, and budget change proposals. Maintain accurate and up to date accounting records of all expenditures to ensure defensible information in an audit. Review monthly FI$Cal reports and take necessary action to ensure accuracy. Prepare monthly fiscal review spreadsheets and other required reports.  **Contract Management**  Plan, organize, and prepare service agreements. Initiate requests for contracts and interagency agreements necessary to support departmental IT operations. Ensure all agreements and contracts are complete and conform to State and departmental policies and procedures. The scope of these duties include: outlining the work to be accomplished; preparation of contract requests; advertising or obtaining approvals for exemption from advertising; evaluation of bids; preparation and submittal of legally sufficient contract and transmittal documents for signature of appropriate department and agency personnel; and administration of resulting contracts. Oversee the unit’s procurement processes. Develop and monitor contracts and service agreements to ensure that expenses are maintained at appropriate levels and provide status reports as requested. Make recommendations on future purchases of software, equipment, services and supplies. Maintain record management and retention schedules. Ensure accuracy of equipment inventories. Assure completeness and accuracy of all work relating to finance, procurement, equipment, contracts, personnel, and record keeping.  **Personal Development, Training and Others**  Invests in personal and team development through certification or continuous education to maintain position-related knowledge in the information technology field with the emphasis in IT security, network and infrastructure services. Conducts IT conferences and presentations. Participates in meetings and other activities as needed. Participates in the identification, development and communication of new technology standards and best practices as appropriate. Provides training to subordinate staff, users/clients, and business partners when required. Provides detailed research and clear IT recommendations in regards to the development and implementation of IT policies and standards. Responsible for the creation and/or modification of IT reports required by state control agencies such as the Department of Technology. |
|  |  |

I have read and discussed these duties with my supervisor.

|  |  |
| --- | --- |
| Employee Signature | Date |

I certify that this duty statement accurately represents the duties and responsibilities of the position.

|  |  |
| --- | --- |
| Supervisor Signature | Date |