**OFFICE OF THE STATE CONTROLLER**

DUTY STATEMENT –Proposed (Section Modification)

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| **EMPLOYEE NAME**  Vacant | **DIVISION – UNIT NAME**  Information Systems – Technology Advocacy Section (TAS) |
| **CLASSIFICATION TITLE**  Information Technology Manager I | **HEADQUARTERS ADDRESS**  300 Capitol Mall  Sacramento, CA 95814 |
| **WORKING TITLE**  Section Chief | **POSITION NUMBER**  051-340-1405-006 |
| **Information Technology Domain**  Client Services | **EFFECTIVE DATE**  TBD |

**SECTION A: GENERAL DESCRIPTION**

Under the general direction of the Bureau of Enterprise Technology Services Chief (ITM II), the Information Technology Manager I (ITM I) has management responsibility for planning, organizing, staffing, directing, and controlling the work of the Technology Advocacy Section (TAS) including management of the AUD/ISD and UPD Customer Experience (CX). This position requires a technical and management background and experience. Responsible through second level managers for the daily operations of the SCO Service Desk (SSD), Audits Service Desk (AUDSD) and Unclaimed Property Service Desk (UPDSD),. All units are responsible for planning, organizing, coordinating, supporting and implementing enhancements to SCO’s current information technology related to end user device solutions,. The ITM I has a leadership role in modeling and ensuring ISD core values are a foundation of Information Systems Division (ISD) behavior. The duties of this position are focused in the Client Services domain; however, work may be assigned in other domains as appropriate.

Duties include, but are not limited to, the following:

**SECTION B: ESSENTIAL FUNCTIONS**

*Candidates must have the ability to perform the following essential functions with or without reasonable accommodations*.

Percentage of

Time Spent Typical Task

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| --- | --- |
| 35% | Provide strong leadership, manage, create and communicate a clear vision for the section, set goals, and expectations, and exercise sound judgment in managing and supporting enterprise information technology systems and services. Through second level managers and technical staff, identify and leverage section resources to meet ongoing operations and maintenance, assignment, and project needs. Assist in the development, communication, and maintenance of security related IT policies and procedures, ensure proper tools, techniques, security measures and best practices are in place as they relate to IT systems compliancy with State, Federal and departmental requirements and standards. Ensure appropriate implementation of security and internal control policy and practices are adhered to. Provide direction concerning changes in priority, scope, and schedule of IT system projects and assignments. Manage, direct, and control the planning, development, implementation, and maintenance of enterprise IT systems in support of business operations in order to improve efficiencies, service quality, and business development. Make certain necessary resources are available to maintain and support IT systems and assignments are timely and accurately completed. |
| 35% | Provide leadership on ISD budgets, spending plans, personnel, and training for the section. Develop budget related documents (BCP, SFL) and determine impacts of legislation related to information technology. Advise top level and executive management regarding the progress of all business related efforts within the section, and direction of IT systems and projects. Create and maintain a working environment, which encourages mutual cooperation between division peers, and staff. Work closely with business customers and TAS technical staff to identify and maximize opportunities to use information technology to improve business processes, service delivery, and program processes. |
| 20% | Lead and direct the activities of TAS and provide oversight to second level managers. Provide expectation on assignments, tasks, and desired outcomes. Develop staff and management skill-sets through coaching, mentoring, and training, ensure effective staff development, and provide constructive feedback. Define and establish responsibilities, delegate authority, and create staff accountability. |
| 5% | Participate and facilitate section, division and other team meetings and activities. Research, prepare, and deliver presentations to various levels of management and staff. Attend training, conferences, and seminars. Research, investigate, and keep current on trends in security and information technology. Prepare documentation and correspondence to communicate effectively with customers, vendors, agencies and other state entities. |
| 5% | Serves as an advisor and provides guidance to Bureau Chiefs, CIO, Executive Staff and others on TAS-related tasks and assignments. Provide appropriate information necessary to make timely and effective IT related decisions to benefit the needs of the organization. |

**SECTION C: NON-ESSENTIAL FUNCTIONS**

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| % | NONE |

**SECTION D: ADA REQUIREMENT**

Alternative will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

**SECTION E: KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

**Ability to:** Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

**SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)**

The ITM I receives general direction from the Bureau Chief and the CIO. This position operates independently on most technical support issues within the section and manages the responsibilities by exercising good judgement in providing assistance, consultation, direction, and communication to executive management, staff, and the vendor community. Decisions and recommendations made have serious impact to SCO IT systems and services. Consequences of poor decision, judgement, or advice may have a negative or serious impact to the organization, which may impede the constitutional responsibility of the Controller.

**SECTION G: PERSONAL CONTACT**

Points of contact include the executive level staff, management, consultants, technical support staff, and the vendor community

**SECTION H: WORK ENVIRONMENT**

The incumbent will work in a multi-story climate-controlled office under artificial lighting unless approved for telework and/or alternate work location.  Travel to customer locations, primarily in Sacramento County, will occur on a regular basis.  When traveling, the incumbent may be subject to the elements of the destination.  The incumbent is expected to adhere to a consistent work schedule averaging 40 hours per week. The incumbent may be required to work outside of normal business hours and is required to carry a mobile communications device.

**SECTION I: PHYSICAL REQUIREMENTS**

Persons in this position involves frequent use of a keyboard, walking, standing and sitting.

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| Check the frequency of activity required of the employee to perform the job | | | | |
| Activity  (Hours per day) | Never  (0 Hours) | Occasionally  (up to 3 hours) | Frequently  (3 to 6 hours) | Constantly  (6 to 8 hours) |
| Sitting |  |  |  | X |
| Walking |  | X |  |  |
| Standing |  | X |  |  |
| Bending (neck/waist) |  | X |  |  |
| Squatting |  | X |  |  |
| Climbing |  | X |  |  |
| Kneeling |  | X |  |  |
| Crawling |  | X |  |  |
| Twisting (neck/waist) |  | X |  |  |
| Is repetitive use of hand(s) required? |  |  |  | X |
| Simple Grasping (R or L) |  |  | X |  |
| Power Grasping (R or L) |  | X |  |  |
| Fine Manipulation (R or L) |  | X |  |  |
| Pushing/Pulling (R or L) |  | X |  |  |
| Reaching (above/below shoulder level) |  | X |  |  |
| Lifting/Carrying | N/A | | | |

**SECTION J: SIGNATURE**

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

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Employee’s Signature Date

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

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Supervisor’s Signature Date