

DUTY STATEMENT
DSH3002 (Rev. 11/2022)



Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date	
Employee Name		Division Technology Services Division			
Position No / Agency-Unit-Class-Serial 461-102-1406-002		Unit IT Business Management Section			
Class Title Information Technology Manager II Working Title: Chief, IT Business Management Section		Location			
Subject to Conflict of Interest <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		CBID M01	Work Week Group: E	Pay Differential	Other
<p>Briefly (1 or 2 sentences) describe the position's organizational setting and major functions</p> <p>Under administrative direction of the Chief Information Officer, Technology Services Division (TSD), the Information Technology Manager II (ITM II) serves in an executive management role influencing organizational IT policy and formulating long range IT programs/objectives overseeing the Information Technology Business Management Section (ITBMS). The ITBMS provides critical Information Technology (IT) services throughout the Department of State Hospitals (DSH), in support of programs, strategic goals, and business objectives. The ITM II works effectively with internal department customers, technical personnel and management in providing expertise to successfully plan, execute, report, monitor, and close projects and contracts critical to the department's goals, in addition to IT asset management services and IT budget and procurement services for the enterprise.</p> <p>The Information Technology Manager II ensures project management best practices, processes and procedures are consistently applied to all IT projects following the California Project Management Methodology (CA-PMM) and the Project Management Body of Knowledge (PMBOK).</p> <p>The Information Technology Manager II ensures that the best practices, process and procedures follow the Business Analysis Community of Practice and the Business Analysis Body of Knowledge (BABOK).</p>					
% of time performing duties	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).				
30%	The Information Technology Manager II (ITM II) is responsible for providing general direction to the Information Technology Manager I (ITM I) over the Project Management Office and a project portfolio of over \$24 million. The incumbent provides oversight of all phases of the project management and system development life cycles to ensure efficient and effective delivery of a unique information technology product, services, and systems. Responsible for the management of IT resources according to the department's priorities and needs including IT policy and program development, IT portfolio management,				

	<p>process reengineering, business analysis, research and development, strategic planning, product, and delivery strategy. Directly supervises and provides general direction to two (2) Information Technology Specialist IIs who function as high-level experts and leaders during all phases of the project management to ensure efficient and effective delivery of unique information technology products and services.</p> <p>Serves as the primary liaison with control agencies, ensuring effective stakeholder management and communications at this critical level. Responsible for high criticality functions with the California Technology Agency (CTA), California Health and Human Services Agency (CHHSA) and the Department of General Services (DGS). Serves on agency wide workgroups, as needed. Provides direct leadership and oversight management on high visibility infrastructure improvement projects in addition to ensuring that policies, standards, and procedures for meeting mission critical IT project objectives and time frames are consistent with industry proven best practices.</p>
30%	<p>The ITM II supports TSD division performance management and is accountable for the development and maintenance of the Section's strategic roadmaps. The incumbent actively provides leadership to ensure acceptance of future DSH project proposals needed to effectively carry out the department's mission. Partners with the Enterprise Architecture team on portfolio planning and management.</p>
20%	<p>The ITM II is responsible for providing direction and guidance to the department's IT budgeting practice. This includes, but not limited to, ensuring processes are clearly defined and continuously improved up to advance stewardship of public funds. The ITM II is accountable for effectively managing and communicating status of the IT budget; this includes ensuring collaboration between units to promote effective project budget management.</p>
20%	<p>The ITM II is responsible for the management of IT resources according to the department's priorities and mission critical operations. Provides oversight and guidance to the Information Technology Supervisor II over the Administrative Services Unit; and is responsible for managing, directing and guiding the IT Supervisor II over the Administrative Services Unit (ASU) responsible for making recommendations and implementing solutions to ensure IT business needs are being met throughout the department and hospitals on IT and non-IT projects. The Administrative Services Unit is the primary support for the TSD Budget, Procurement, and financial management services including IT acquisitions and IT asset management.</p> <p>Provides general direction to the IT Supervisor II over the Vendor Management Unit and is responsible for increasing the maturity level and effectiveness of the ITBMS resulting in contracts that are on schedule and within budget, ensuring DSH maintains its project delegation. The Vendor Management Unit is responsible for the development and negotiation of assigned contracts and ensures contract management best practices, processes and procedures are</p>

	<p>consistently applied to projects; effectively applies the principles of purchasing, contract management, personnel management, and regulations and procedures, as prescribed California State Information Management Manual (SIMM).</p>
<p>Working Conditions</p>	<p>This position is eligible for a hybrid schedule, which includes up to 3 days of remote work per week but is subject to change based on Department guidelines and business needs. Incumbent 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. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may 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>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><u>Statement of Economic Interests / Form 700 Requirements:</u> 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</p>

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 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.

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).

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

