STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
DUTY STATEMENT
TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)
23-266 PROPOSED

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 2/08/2024	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Departmental Desktop & Voice Services Manager
F. CURRENT POSITION NUMBER 695-312-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-312-1405-001
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administrative Services / Internal IT Services / Departmental Desktop & Voice Services / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Chief Information Officer, CEA

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00AM – 5:00PM / DAY	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK	☐ YES ☒ NO
		DRIVING AN AUTOMOBILE	☐ YES ☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management ☐ IT Project Management ☒ Client Services
☒ Information Security Engineering ☒ Software Engineering ☒ System Engineering

Organizational Setting and Major Functions

Under general direction of the Departmental Chief Information Officer (CIO), the Information Technology Manager I (IT Mgr I) has significant responsibilities for formulating and administering organizational information technology (IT) policies and programs and for planning, organizing and directing the work in the areas of Information Security Engineering, Software Engineering and System Engineering and Client Services. The IT Mgr I oversees a varied team of Information Technology Specialists in the Infrastructure/Platform, Systems Access Services, Voice Services and Software Services to achieve and maintain optimal service levels for the California Department of Technology (CDT). The IT Mgr I works with the CIO to develop and implement strategies and guidelines to provide uninterrupted access to the CDTs computing and voice services functions that support major applications. The IT Mgr I is responsible for the daily delivery of access management, incident management, VoIP and cell phone services and the administration of directory services and tools within the Windows OS and iOS/Android OS platforms. Provide customer service and delivery of technical support of software and computer configurations on the Windows OS platform in the areas of scripting and programming (PowerShell/Visual Basic), remote administration, desktop services, workstation configuration, security, image management, endpoint detect and response solutions and software configuration. Provide administration, maintenance and support for enterprise network file shares. Provide consultation in the design and planning phases to support internal department staff in the use of client devices and software. Work directly with team, departmental staff and vendors to quickly, efficiently and effectively resolve customer problems and proactively identify possible future issues.

% of time performing duties	**Essential Functions**
35%	Service Implementation and Management • Provide leadership to staff performing a variety of tasks to implement and maintain operational and service enhancement projects, and methodologies to support optimal service levels. • Serve as a technical resource manager responsible for computer and software configurations and IT activities related to hardware and software technologies. • Provide advice, information and consulting to management and internal customers on the benefits of new technology using knowledge gained through training and industry trends. • Collaborate with management and staff to ensure operational issues are identified and mitigated in a timely manner.

- Direct the analysis of issues involving work projects for the large and enterprise projects.
- Ensure government code, regulations, and policies are enforced.
- Perform all administrative duties required for the operations of teams including time, workload and personnel management.
- Establish new and review existing service level objectives to reflect the CDT's need to maintain communication with customers, vendors, control agencies, and other partners on a 24 x 7 basis.
- Ensure compliance with executive orders, IT policy letters, and SIMM and SAM relating to client and voice services.
- Maintain knowledge of generally accepted information technology and telecommunication concepts, protocols, practices, methods, and principles.
- Oversee voice equipment and service training to the department to provide a full understanding of features available.

30%

Departmental IT Support and Services
- Manage of IT staff that provides enterprise IT services as file server services, anti-virus services, patch management, software management security services, Active Directory (AD) administration, System Center Configuration Management (SCCM) administration, remote desktop administration and services, access management, and incident management.
- Utilize the ITSM support model to manage and report on desktop services and delivery.
- Work with subordinate staff on IT enterprise daily operations, including incidents and work orders.
- Work with CIO to identify departmental software and hardware needs.
- Work with subordinate staff to procure, configure, deploy and track software/hardware.
- Ensure software compliancy on all departmental devices.
- Provide leadership and act as a resource in the design, test, modification, configuration, and implementation of software systems.
- Provide leadership in developing and documenting software systems and support processes.
- Lead staff to research new and emerging voice communication technologies and services.
- Ensure CDT's voice services program provides a comprehensive set of services and equipment to meet the diverse needs of the CDT's workforce.
- Manage processes and procedures to maintain the CDT's telephone number listings.

30%

Daily Operations
- Direct, lead, train, develop and assign tasks/projects to subordinate staff
- Provide subordinate staff with leadership and guidance on services within the department's infrastructure.
- Perform day-to-day managerial activities.
- Oversee the development of subordinate staff and update duty statements as needed.
- Establish performance expectations, complete annual individual development plans and complete timely probationary reports.
- Provide other performance management activities, including adherence to the State's progressive discipline policy, which may include corrective or disciplinary action.
- Responsible for providing management recommended solutions and alternatives to resolving enterprise IT issues.
- Encourage team building, facilitate cross training and promote continuous business process improvement.
- Implement motivational techniques, promote training, and create a positive climate for change.
- Provide continuous feedback to staff.
- Resolve escalated technical and/or personnel issues.

5% of time performing duties	**Marginal Functions** • Apply principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting and project management. • Apply current computer industry technology practices and principles. • Other related duties.

Work Environment Requirements

This position supports a complex work environment that functions 24 hours a day, 7 days a week. Although the majority of the specific duties occur during regular work hours, the position may require occasional off-shift work and weekends, including holidays. Occasional travel is required to attend meetings and/or training.

Allocation Factors

Supervision Received:
The IT Mgr I receives general direction from the CIO.

Actions and Consequences:
The IT Mgr I makes recommendations that impact workstations, architecture and client services of employees at the highest level of state government. All departmental services rely upon the workstations reliability, security and availability and are dependent on sound recommendations and decisions from Departmental Platform Services.

Personal Contacts:
The IT Mgr I may work with the Department's managers/supervisors, staff, consultants, students and vendor personnel. This position may also work directly with the most senior management of CDT and cabinet level agencies.

Administrative and Supervisory Responsibilities:
The IT Mgr I must be able to develop duty statements, Individual Development Plans, know disciplinary procedures, and other administrative requirements; evaluate budget and contract proposals, staff and consultant selection.

Supervision Exercised:
The IT Mgr I manages a team of IT staff.

Other Information

Desirable Qualifications:
This position leads teams in software analysis, design and configuration which requires the following knowledge, skills and abilities:

- Working knowledge of Active Directory (AD)
- Working knowledge of System Center Configuration Manager (SCCM)
- Knowledge of PowerShell scripting
- Knowledge of Visual Basic programming and/or other programming tools
- Knowledge of VoIP (Voice Over Internet Protocol)
- Knowledge of Windows OS, iOS/Android
- Knowledge of customer service and support principles in an IT environment
- Knowledge of computer architecture including PC diagnostics and tuning tools
- Knowledge of methods and practices for troubleshooting, recovering, adjusting, modifying and improving information technology systems
- Knowledge of basic methods, tools and procedures to prevent information systems vulnerabilities and provide or restore security of information systems and network services
- SAM IT guidelines
- EEO policies and guidelines
- Knowledge of State IT Project Approval Lifecycle.
- Ability to work independently, direct the activities of teams, maintains schedules, and bring projects to a timely closure
- Knowledge of CDT's business areas
- Excellent communication and customer service skills
- Knowledge of ITSM best practices
- Knowledge of IT asset and configuration management

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE