

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Career Executive Appointment	Division Chief
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-347-7500-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Division Chief Office	Ajit Girn
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Production Services	CEA C
BRANCH:	REVISION DATE:
Information Technology	12/23/2019
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency ( <i>specify below in Description</i> ) <input checked="" type="checkbox"/> Travel May be Required <input type="checkbox"/> Other ( <i>specify below in Description</i> )	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
n/a	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
<p>Under the general direction of the Deputy Director of the Information Technology Branch (ITB), the Chief of the Production Services Division (PSD) plans, organizes, directs, and evaluates the activities of the Division. The PSD provides Enterprise Customer Service and Support processes, Telecommunications, Call Center support, Operations support, Change and Release Management, Application Administration, and Enterprise Information Technology (IT) Work Intake Process services. The Chief is responsible for collaborating with both customers and various IT divisions to ensure robust support for Employment Development Department (EDD)'s major programs, including Unemployment Insurance (UI), Disability Insurance (DI), Tax Collection, Job Services and Workforce Development.</p> <p>As a member of EDD's Executive Staff and the ITB Executive Team, the incumbent participates in executive-level policy and decision-making regarding the direction and effective application of IT to meet EDD's business goals and objectives.</p>	

The incumbent works with other ITB Divisions and other EDD programs to ensure cohesive and timely IT project implementation and continually evaluates processes for future policy and procedural revision.

Percentage of Duties	Essential Functions
25%	Responsible for the Division's programs and services (i.e., service desk and desktop support, enterprise IT telecommunication services including; consultative, planning, procurement, deployment of IT equipment for offices statewide, IT enterprise software application administrative services for the mainframe and client server hardware platforms, and, continued support of the Department's critical business functions.) Provides leadership and guidance to Division subordinate managers and staff to ensure efficient and effective delivery of services that are consistent with EDD and IT Branch goals and priorities.
25%	Communicate regularly with subordinate managers and staff to review the status and/or success or service level of the product or service being provided. Determine and institute corrective action when appropriate. Solicit feedback from internal and external customers to assist in gauging the level of satisfaction and whether the service or product meets the customer's needs. Communicate regularly with internal and external partners and stakeholders to establish and maintain priorities and schedules. Facilitate communication between the Division and its customers and respond to inquiries. Regularly meet and communicate with the ITB Deputy and Program Deputies regarding current issues, projects, products and services.
20%	Establish and maintain partnerships with the Department's program and administrative areas, other government entities, and the private sector to provide services that are efficient, effective, accurate, and timely. Provide the ITB Deputy, IT Division Chiefs, Program Deputies, and other stakeholders with advice and assistance on a variety of IT-related policies, issues and activities. Ensure that all stakeholders (internal and external) have appropriate information to make timely and informed decisions.
15%	Develop and maintain IT policies, practices, and procedures that are consistent with the Department's needs, goals, and objectives. Ensure that processes, procedures, systems and work products are of high quality, efficient, timely, and comply with Department and Branch standards. Assist in the communication of policies, procedures, and operational methods to all levels of EDD. Ensure that the IT Branch Deputy, IT Division Chiefs, Program Deputies and other stakeholders have appropriate information to make timely and informed decisions.
15%	Develop staff and carry out Department and Branch succession plan strategies. Complete training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manage administrative activities for group staffing and budgeting. Plan group's workload and maintains staff time estimates for projects and line of business activities. Prepare and provide weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
Percentage of Duties	Marginal Functions
5%	Other duties as assigned.
<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Occasionally - activity occurs < 33%

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Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist	
Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist	
Other:		
<b>Type of Environment:</b> <input type="checkbox"/> High Rise <input type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
<b>Interaction with Customers:</b> <input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input type="checkbox"/> Required to assist customers on the phone <input type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
<b>5. SUPERVISION EXERCISED:</b> (List total per each classification of staff)		
Directly- 1 ITM II; 2- ITM Is; 1- IT Associate		
<b>6. SIGNATURES</b>		
<b>Employee's Statement:</b> <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
<b>Supervisor's Statement:</b> <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
<b>7. HRSD USE ONLY</b>		
<b>Personnel Management Group (PMG) Approval</b>		
<input type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.		
<b>Reasonable Accommodation Unit use ONLY</b> (completed after appointment, if needed) <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

**Supervisor:** After signatures are obtained, make 2 copies:

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- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file