



**YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS
DUTY STATEMENT**

CLASSIFICATION TITLE Information Technology Manager I	DIVISION NAME Information Technology Division, Project Management Office, Change and Release Management Section
WORKING TITLE Change and Release Management Section Chief	POSITION NUMBER 333-350-1405-007
EMPLOYEE NAME VACANT	EFFECTIVE DATE TBD

You are a valued member of the Department of FISCAL. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

The Information Technology Manager (ITM) I, reporting to the ITM II, serves as the Change and Release Management (CRM) Section Chief. The incumbent is responsible for coordinating software changes in the FI\$Cal system; key duties include: evaluating change requests, creating release schedules, and managing project teams. This role involves maintaining processes, conducting training, and overseeing configuration management. Additionally, the CRM Section Chief leads personnel management, including workload planning, staff development, and training delivery. While this position is focused on Information Technology Project Management, responsibilities may extend to other domains, as needed.

SUPERVISION RECEIVED

The ITM I reports directly to the Chief of Project Management Office.

SUPERVISION EXERCISED

The ITM I will supervise the Information Technology Specialist I and below classifications on the Change and Release Management Team.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
30%	Release Management <ul style="list-style-type: none">• Evaluate and prioritize change requests, conduct impact assessments, and create release schedules in collaboration with FI\$Cal and partner managers.• Identify and address potential risks associated with releases.• Maintain a Master Release Calendar, communicating timelines and expectations to affected FI\$Cal teams.• Manage user-requested changes, ensuring clear communication with communications and support teams.• Ensure successful completion of design, development, testing, and approval activities.• Review and compile relevant deliverables and work products.• Execute release activities for moving software into production.• Configure and use SDLC and release management tools in line with FI\$Cal processes and industry standards.• Develop, track, and report metrics related to enhancement and defect repair releases.
30%	Project Management <ul style="list-style-type: none">• Direct and coordinate project managers, coordinators, scrum masters, and project team members.• Establish effective communication channels and manage stakeholder expectations.• Review and ensure the quality of project deliverables.• Manage project risks, issues, communications, actions, documents, and decisions following FI\$Cal processes.• Validate user requirements throughout execution to meet customer needs.• Monitor and track schedule progress through different project phases.• Include FI\$Cal project oversight staff in key project meetings and discussions.

<p>20%</p>	<p>Management of Enterprise Processes and Standards</p> <ul style="list-style-type: none"> • Develop, update, and maintain change and release management processes and procedures. (This includes SDLC documentation for various FI\$Cal subsystems.) • Provide periodic training on change and release management processes and standards to FI\$Cal staff • Identify key metrics for process evaluation and establish procedures for metric collection.
<p>10%</p>	<p>Configuration Management Support</p> <ul style="list-style-type: none"> • Oversee FI\$Cal teams in implementing configuration management processes for tracing and verifying changes. • Develop and implement configuration status accounting procedures. • Conduct periodic internal configuration audits and support independent configuration management audits.
<p>5%</p>	<p>Leadership and Personnel Management</p> <ul style="list-style-type: none"> • Plan, direct, and manage the workload of the CRM section staff and affiliated non-FI\$Cal staff, including consultants. • Develop performance metrics and monitor progress. • Lead efforts in hiring, developing, and retaining competent staff. • Oversee staff training for release processes, procedures, and standards. • Motivate staff and establish recognition mechanisms • Deliver training on release processes, procedures, and standards.

% OF TIME	MARGINAL FUNCTIONS
5%	<ul style="list-style-type: none"> • Oversee maintenance of currency with software development and release management processes and standards. Attend training classes as needed. Satisfactorily complete all team training requirements. • Perform other related duties as required to fulfill FISCAL's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the Information Technology Division, which may include special assignments.

REQUIRED SKILL SETS

Knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check will be required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCAL's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee 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.

Hiring Manager Signature

Date

HR Analyst PR

Date Revised: 5/20/2024