

**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 5/23/2024	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE eCommerce Support Manager
F. CURRENT POSITION NUMBER 695-364-1405-XXX		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform / UNIX Services / eCommerce Application Support / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Tim Lyons, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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).

	<p><b>Information Technology Domains</b> (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management    <input type="checkbox"/> IT Project Management    <input type="checkbox"/> Client Services  <input type="checkbox"/> Information Security Engineering    <input type="checkbox"/> Software Engineering    <input checked="" type="checkbox"/> System Engineering</p>
	<p><b>Organizational Setting and Major Functions</b></p> <p>Under general direction of the Information Technology Manager (IT Mgr) II of Unix Services, the Information Technology Manager (IT Mgr) I, exercises independent responsibility in managing complex, statewide information technology (IT) policy development projects, and develops policies to support and implement IT throughout the State of California. Management and oversight of the platform require an advanced level of organizational understanding and support of innovative technical pursuits. The work requires knowledge of the infrastructure and platform and analysis to determine the nature and scope of the problems in addition to future direction of the platform. The IT Mgr I demonstrates all the necessary qualities of an effective project or function leader and play a key role in the success in the department's use of IT and to the business as a whole. The IT Mgr I also possess the general and technical competencies needed to manage, train, and mentor staff and customers in a complex technical area or process.</p> <p>The IT Mgr I manages and directs the staff in the eCommerce Application Support section that is responsible for the installation, configuration, maintenance, and problem resolution of the eCommerce applications and Identity management platforms at CDT, including Cloud Service offerings, for state and public entity customers, as well as application and communication software.</p>
% of time performing duties 35%	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Perform day-to-day managerial activities for eCommerce applications and identity management support:</p> <ul style="list-style-type: none"> <li>• Develop plans to accomplish the team's goals and objectives in accordance with organizational mission and strategic plans.</li> <li>• Develop and update duty statements for the support team's employees as needed, establish performance expectations, complete Performance Appraisal Summary reports annually, complete probationary reports in a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.</li> <li>• Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel related laws, rules established CDT administrative processes and procedures, and collective bargaining agreements.</li> <li>• Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and department and agency protocols.</li> </ul>

% of time performing duties

- Encourage team building, facilitate cross training, and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change.
- Foster methods for creative decision-making and problem solving and provide continuous feedback to employees.
- Effectively contributes to the Department's Equal Employment Opportunity objectives. Ensures that there is a diverse workforce throughout the Division.
- Manages the support team's budget preparation and expenditure control, including position management activities and management of vacancies.
- Responsible for support team succession planning and ensures there are employees who can perform multiple functions.
- Perform classification management of support team (completing RPAs for promotions, classification changes, out of class assignments, etc.).
- Ensure team's processes and procedures are documented and centrally accessible to staff.
- Monitor progress of Help Desk tickets assigned to the support team to verify tickets are updated appropriately and are resolved in a timely manner.

25%

Primary contact for eCommerce applications and identity management support services:

- Provide consulting services to our clients.
- Advises CDT management and customers on the eCommerce applications and Identity management service offerings and industry trends.
- Develop proposed infrastructure solutions to meet customers' business needs.
- Provide leadership for development standards and performance implications of the eCommerce applications and identity management software and hardware designs.
- Review and provide impact assessment, including concerns and issues.

20%

Administrative Duties:

- Complete weekly and monthly project status reports and keep management informed of issues and concerns.
- Review and reconcile cost center monthly cost center expense/revenue reports to ensure unit is operating in alignment with CDT's cost recovery financial model.
- Participate in Department/Division strategic and other planning meetings.
- Access system service levels, performances, workload, and staffing capacity planning and preparation of Budget Change Proposals.

15%

Market Unit Services:

- Prepare project plans and proposals to define and recommend business opportunities for eCommerce applications and identity management support.
- Develop cost quotes for services based on client requirements and CDT published rates.
- Support established service level objectives to demonstrate unit capabilities and qualifications to properly support and expand the services to other customers.

5%

**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.)

- Consult with software vendors and CDT Procurement to recommend the most advantageous service bundle and/or terms and conditions for software contracts used by the support team.
- Act as backup for the Section manager and attend management meetings, prepare weekly/monthly team status reports.

### **Work Environment Requirements**

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Position may require work outside of normal work hours.
- Some travel may be required for meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

**Allocation Factors** (Complete each of the following factors.)

**Supervision Received:**

The Information Technology Manager I receives general direction of the Unix Services Information Technology Manager II to oversee and ensure successful delivery of the eCommerce applications and identity management support services. It is expected as an IT Mgr I to exercise good judgement, take independent actions and be knowledgeable of CDT policies and procedures as well as State personnel policies and procedures.

**Actions and Consequences:**

The eCommerce applications and identity management service is a key component of the CDT's Platform Hosting Service Offering. Many of the customers' business applications depend on the availability of the services to accomplish their business program functions. Since a number of CDT's customers are highly visible to the public, improper decisions on the part of the IT Mgr I could adversely impact the service delivery and quality of the CDT service offering which in turn negatively affect the ability of State programs to perform mandated functions and deliver their public services.

**Personal Contacts:**

The IT Mgr I interacts with all CDT personnel, customers and vendors on a regular basis. The interactions include attending project meetings involving CDT employees and/or customers, working with vendors and administrative staff on procurement requests, and consulting and advising CDT management.

**Administrative and Supervisory Responsibilities** (Indicate "None" if this is a non-supervisory position.)

Participate in CDT strategic and other planning meetings. Review support team's cost center reports to manage expenses and revenues. Determine rates for new services and adjust existing rates to ensure cost recovery. Assist CDT administrative efforts by providing input for Out-of-State travels, staff training needs, staff requirements for Budget Change Proposals and other information as requested by management. Provide formal written project status report weekly to management. The report will provide updates on workload, progress of assignments, project issues, planning items and recommendations.

**Supervision Exercised:**

The IT Mgr I provides management to information technology staff and is responsible for the complex projects involving the installation, configuration, maintenance, and problem determination/resolution of CDT's eCommerce applications and identity management environments. Occasionally, the IT Mgr I might be called to act as project manager, leading teams of employees from multiple CDT support teams responsible for the delivery of CDT's complex projects.

**Other Information**

This position requires an individual with exceptional project management and interpersonal skills that can communicate effectively with highly technical IT staff, CDT management and with business customers. The IT Mgr I should have strong eCommerce application and identity management and/or platform knowledge and experience and familiarity with eCommerce applications and identity management platform tools and understanding of the various ebusiness applications and user identity management concepts and IT best practices.

**Desirable Qualifications:** (List in order of importance.)

- Good technical writing skills and good verbal communication skills
- Knowledge of eCommerce applications (IBM WebSphere, security certificates, IBM Message Queuing, JAVA), and identity management concepts and related software.
- Knowledge of Cloud based eCommerce services (AWS, Azure, GCP, OCI and similar)
- Knowledge of the operating systems software.
- Platform concepts, components and processing techniques
- PC software tools such as MS Access, Excel, Word, HTML, etc
- Innovative, forward thinking individual
- Knowledge of the department's quality culture, core values, vision and mission.
- Knowledge of IT project management practices and techniques.
- Development of project plans, tasks and schedules.

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

SUPERVISOR NAME (PRINT) Tim Lyons	SUPERVISOR SIGNATURE	DATE
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