OFFICE OF THE INSPECTOR GENERAL
Manager IT, Help Desk, and DevOps

Information Technology Manager I

Duty Statement

Classification Information Technology Manager I		**Working Title** IT Manager	
Office/Unit/Section Information Technology Unit		**Team** Infrastructure, Help Desk and DevOps	
Region/Geographic Location Headquarters /Sacramento		**Position Number** 297-001-1405-XXX	
Incumbent VACANT		**Effective Date**	

SECTION A: GENERAL DESCRIPTION

Under the administrative direction of the Chief Information Officer (CIO), the Information Technology Manager I (ITM I) provides leadership and direction to the Office of the Inspector General (OIG) Information Technology Unit's Infrastructure, Help Desk, and DevOps teams. The ITM I plans, organizes, and directs policy, standards, and policy compliance activities for the work performed by these teams which includes, but is not limited to; internal users access and IT ticket resolutions, internal MacBook and Windows PCs (300+) administrative controls, network infrastructure controls, DevOps support, security compliance assessments, gathering security requirements, monitoring legislation, providing advice and consultation services on information security policy matters. The ITMI is responsible for managing the technology projects and/or contracts of the infrastructure, Help Desk, and DevOps teams; day-to-day supervision of subordinate staff; and contributes to the customer-focused services provided by the ITU by developing positive and professional relationships with all OIG management and staff.

SECTION B: SPECIFIC ASSIGNMENTS (w/ESSENTIAL (E) and MARGINAL (M) FUNCTIONS)

45%	(E) – Manages daily work of subordinate IT staff including, but not limited to; assign projects, participate in recruitment efforts for new staff, onboard and provide training, monitor performance, support employee growth, review performance of and promote and/or discipline individual contributor staff assigned to the Infrastructure, Help Desk and DevOps teams as appropriate.

	Develops performance metrics; performs budgeting, policy formulation, and resource management; and establishes service levels.
35%	(E) – Plans, organizes, and directs staff assigned to the IT Infrastructure, Help Desk and DevOps teams responsible for the research, selection, installation, configuration, and maintenance of cloud, on premise and hybrid infrastructure and services. Works with the Enterprise Application Architect to ensure maintenance and management of infrastructure hardware, software, firmware, telecommunications circuits, VoIP systems, networking, switches, data storage, backup, archiving and eDiscovery, LAN room services and environment monitoring, Uninterruptable Power Supplies, Active Directory, Azure, Microsoft 365, identity management and authentication, and Virtualization; ensures successful integration of systems with external service providers and vendors and migration of legacy infrastructure to the cloud. Formulates infrastructure strategy, policy, and governance; assesses the feasibility of proposed infrastructure projects; ensures enterprise strategies and management plans are documented and maintained.
15%	(E) – Oversees and leads information infrastructure (LAN and DevOps) security audits, and assessments, ensuring that they remain within scope and are submitted on schedule; provides direction, evaluation, and advocacy on audit responses to minimize risks and optimize the agency's security posture; promotes compliance with applicable security regulations and standards; develops and delivers security awareness training programs to educate the organization's employees on information DevOps best practices. Oversees and leads the enterprise architecture team to ensure alignment between business, technical, and DevOps needs. Additionally, engage with IT management to synchronize the current technical infrastructure and skill sets with future architectural demands.
5%	(M) – Performs other duties as assigned, maintains on call status for after-hours and weekend support when needed.

SECTION C: SUPERVISION RECEIVED

The Information Technology Manager I is supervised by the Chief Information Officer, Information Technology Manager II.

SECTION D: SUPERVISION EXERCISED

The Information Technology Manager I supervises information technology staff, contract personnel, and student assistants on the Infrastructure, Help Desk and DevOps teams.

SECTION E: OTHER INFORMATION

The incumbent must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to OIG management needs. The individual occupying this position has access to confidential or sensitive information and is expected to always maintain the privacy and confidentiality of such information.

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.)

_____   _____
Employee Signature   Date

_____
Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

_____   _____
Supervisor Signature   Date

_____
Printed Name & Classification