

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

23-381

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 6/20/24	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager II		E. POSITION WORKING TITLE Information Technology Manager II
F. CURRENT POSITION NUMBER 695-364-1406-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Platform/Mainframe Services/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Shera Mui, Deputy Director (CEA)
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>Information Technology Domains (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</p> <p><input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the administrative direction of the Deputy Director (CEA) of Platform Services, the zSystems Services Information Technology Manager II (IT Mgr II) oversees approximately 90 technical staff members, including eight subordinate managers at the California Department of Technology (CDT), Office of Technology Services (OTech). The incumbent leads zSystems, ensuring secure and reliable mainframe infrastructure (zOS & zLinux) for state agencies, providing 24x7x365 services to meet critical needs and deliver best value to the State.</p> <p>Key responsibilities include building, supporting, and maintaining hardware and software for a stable, secure, fault-tolerant, and scalable infrastructure. Specific duties involve executing change management processes, conducting audits, and managing expense and revenue collection. The IT Mgr II also ensures compliance with statute and contract requirements while implementing executive directives and customer demands within multiple physical data centers. Oversight of service delivery, production operations, mainframe performance management, and adherence to processes and procedures is essential for successful service delivery.</p>
% of time performing duties 40%	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%)</p> <p>Plans, organizes and directs a large multidisciplinary team in all activities related to zSystems Mainframe Services. Oversees service delivery, including production operations, mainframe performance management and capacity tuning. Ensures enterprise security and adherences to processes and procedures for successful mainframe service delivery. Sets strategic direction and policy planning in alignment with the Platform Services Deputy Director's goals for mainframe services.</p> <p>Additionally, the IT Mgr II identifies, assesses, and mitigates risks; develops and oversees incident management protocols to minimize downtime; ensures robust disaster recovery and business continuity plans; and maintains compliance with relevant regulations, standards, and policies. The role includes managing vendor relationships, promoting continuous improvement and innovation, maintaining effective communication with stakeholders, and preparing and managing budgets to ensure cost-effective use of resources.</p>
20%	<p>Develops Information Technology (IT) policies and guidelines for the service offerings and projects related to zSystems and implements the technical infrastructure including the development and maintenance of short and long-term plans in support of the OTech</p>

Strategic and Tactical Plans. Provides leadership, guidance, and support to subordinate managers.

15%

Responsible for the organization and administration of all zSystems Services procurements and contract management. This includes the successful development and monitoring of all Service Requests, Work Orders, BCP, and FSR's to support the Agency's service functions.

10%

Responsible for managing zSystems' fiscal resources, including developing rates and maintaining the annual budget. Administers the budget by continually reviewing and assessing fiscal needs and resources and implementing actions to ensure effective use for zSystems' success.

10%

Responsible for setting and communicating performance standards for all zSystems team members. Monitors direct reports' performance, providing ongoing coaching and feedback. Assists individuals in identifying developmental needs and ensures execution of development plans throughout the year. Ensures zSystems Services acquires and maintains personnel with the necessary skills and capabilities to successfully execute OTech's strategic plans.

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

None.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- Must be available to work overtime as necessary and when business needs warrant.
- Must carry a mobile device/smartphone.
- Must maintain consistent, predictable attendance.
- Must be available to travel to the Department of Technology's headquarter and various customer locations for meetings.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr II will report directly to the Platform Services Deputy Director (CEA). Assignments will be made by the Platform Services Deputy Director and be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, as well as individual project reports, where appropriate. The IT Mgr II will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

If the service offerings and projects are not properly managed within zSystems Services with adequate policy setting and enforcement by the IT Mgr II, then the negative impact will be great. This will result in unmet customer and stakeholder expectations and damaging media attention. Budget implications include lost revenue to the OTech and loss of revenue and savings to the State.

Personal Contacts:

The IT Mgr II will represent the Department of Technology, Office of Technology Services and the Platform Services Deputy Director, at meetings, councils, and committees with customers, stakeholders, and control agencies. The incumbent makes regular contact with department agency heads, the Legislature, the Governor's Office, the Secretary of the Government Operations Agency, and other key stakeholders. It is imperative for branch chiefs at this level to be influential to these parties and gain their buy-in and confidence.

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

The IT Mgr II will be responsible for planning, budgeting, and participation in rate setting; recruiting, selecting, placement, and development of personnel; and management of vendor and consultant contracts.

Supervision Exercised:

The IT Mgr II will act as the Mainframe Services Chief and have full management responsibility for the Branch, which consists of nine IT Manager I's and various technical staff in the Information Technology Specialist series.

Other Information

Desirable Qualifications: (List in order of importance.)

- Familiarity with the disciplines of Information Technology Infrastructure Library/Service Management (ITIU ITSM).
- Understanding of mainframe technology and infrastructure (z/OS & zLinux)
- Strong leadership skills in a complex environment with multiple competing priorities and demands.
- Effective oral and written communication skills.

Knowledge of:

- Principles, practices, and trends of public administration, including management, organization, planning, cost benefit analysis, budgeting, and project management and evaluation.
- Employee supervision, training, development, and personnel management.
- Current computer industry technology and practices.
- Principles of data processing systems design, programming, operations, and controls.
- State level policies and procedures relating to the Department of Technology, Office of Technology Services

Ability to:

- Develop and evaluate alternatives, make decisions, and take appropriate action; establish and maintain priorities.
- Identify the need for and assure the establishment of appropriate administrative procedures.
- Principles of the governmental functions and organizations at the State level, including the legislative process.

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)	SUPERVISOR SIGNATURE	DATE
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