

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Type of Duty Statement: Current & Proposed

Revision Date: 06/27/2024

1. Position Information			
A. Employee Name:			
B. Position Number:	C. CBID:	D. WWG:	E. Effective Date:
817-430-1406-001	M01	E	
F. Classification Title:		G. Working Title:	
Information Technology Manager II (ITM II)		Applications Development & Testing Branch Chi	
H. Division:	I. Branch/Section/Unit:		
Technology Services	Applications Development & Testing		
2. POSITION REQUIREMENTS			
Special Requirement: <i>Check All that Apply</i>			
<input type="checkbox"/> Bilingual Fluency (Non-English Language) - Specify Below <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Other - Specify Below			
A. Special Requirements Description, as applicable:			
N/A			
B. Conflict of Interest Required (Gov. Code 87300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.			
3. SUPERVISION			
A. Supervision Received:			
The incumbent reports directly to the Deputy Director/Chief Information Officer in the Technology Services Division.			
B. Supervision Exercised:			
The incumbent supervises multiple Information Technology Manager I's in the Applications Development & Testing Branch.			

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

This is the managerial level. Under administrative and policy direction of the Deputy Director/Chief Information Officer (CIO), the Information Technology Manager II (ITM II) has full supervisory and oversight responsibility for the Applications Development & Testing Branch. The incumbent supports the software development process in the Applications Development & Testing Branch, within the Technology Services Division (TSD) that supports several applications for the Department of Child Support Services (DCSS) and Local Child Support Agencies (LCSAs).

A. Percentage of Time Performing Duties

B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).

ESSENTIAL FUNCTIONS

IT Domain:

Check All That Apply

FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY

- | | |
|---|--|
| <input checked="" type="checkbox"/> Business Technology Mgmt. | <input checked="" type="checkbox"/> Software Engineering |
| <input checked="" type="checkbox"/> IT Project Mgmt. | <input checked="" type="checkbox"/> System Engineering |
| <input checked="" type="checkbox"/> Information Security | <input checked="" type="checkbox"/> Client Services |

30 %

Provide Leadership:
Lead and supervise the Applications Development & Testing Branch management and supervisory staff utilizing the Agile mindset to foster and implement a responsive and nimble culture within the Software Development Lifecycle (SDLC) process, tools, and working environment to continually improve services to DCSS customers. Establish goals, objectives, priorities, strategies, and plans for the branch. Apply strategic and forward-thinking protocols to enhance and sustain the branch workload and minimize disruption of IT services. Implement internal processes to be used throughout the SDLC and develop and ensure all project principles, standards, and methodologies are enforced. Implement strategic goals to modernize and promote creativity, communication, collaboration, and coordination. Set direction, expectations and establish priorities that align to the DCSS and IT Strategic Plans. Ensure project schedules are developed, maintained, adhered to, and that all project information is fully documented in accordance with project management, Agile and SDLC standards. Develop and implement branch goals that build trusting relationships and empower the branch to take initiative and make decisions to solve problems and improve services and performance.

20 %	<p>Foster Good Communication: Establish and maintain on-going communication protocols. Work closely with internal and external customers and program stakeholders to develop and implement methodologies and partnering agreements for communicating expectations and key status information. Provide input, direction, and guidance on IT related topics to DCSS Executives, contract consultants, and vendors. Perform research related to technology trends and best practices to keep current on DCSS Agile processes to be able to engage in honest conversations and teach the benefits of being Agile to meet customer expectations. Develop a culture that welcomes the concept of inspect and adapt by being prepared and attending workload status, team mapping, and other DCSS leadership/process meetings to resolve escalation issues.</p>
20 %	<p>Workload Management: Direct and/or manage the development and implementation of Information Technology (IT) projects and applications to achieve DCSS goals and business Initiatives. Lead and manage branch-assigned demands as part of the division-wide project portfolio. Represent branch in Department strategic planning, conduct presentations on demand status, impediments and goals to DCSS Executives, LCSAs and other stakeholders. Guide the development and elaboration of plans and artifacts to obtain internal and external project approval. Assist with metric collection, project portfolio analysis, demand evaluation and project risk analysis to identify the qualitative and quantitative impact to the project so that appropriate steps can be taken to mitigate.</p>

15 %	<p>Customer Service:</p> <p>Provide excellent customer service, communicate effectively (verbally and in writing), and interact with diverse technical and non-technical groups spanning all organizational levels within DCSS including contractors, vendors, and other State and Federal agencies to support DCSS systems using an enthusiastic and invigorating approach.</p>
10 %	<p>Resource Management:</p> <p>Assess staff resource needs and ensure training and resources are provided to effectively implement DCSS software solutions. When necessary, communicate corrective action plans with staff to ensure workload expectations are being met. Establish staff expectations, document, and empower staff to become proficient in impediment resolution and self-organization by working collaboratively to adhere to Agile disciplines, DCSS vision, and IT industry standards to meet DCSS initiatives. Direct staff when issues arise that the individual or team cannot solve on their own.</p>

MARGINAL FUNCTIONS

5 %	Assist the TSD Deputy Director/CIO and Deputy CIO in researching and responding to initiatives and represent TSD on special teams, projects, and other duties as assigned. Perform special assignments and serve as back-up for IT Manager peers. Invest in personal development and growth to maintain managerial level knowledge in the information technology field with emphasis on services.
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

Office Centered

Incumbent’s workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

Remote Centered

Incumbent’s workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

The Child Support program has critical timelines, political, and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support program that may result in cost to the taxpayers, inability to meet DCSS goals and objectives, and may discredit DCSS. Failure to identify risks and issues in a timely manner could result in slippages in schedules, increased costs, stop or slow services to our customers, and/or jeopardize the integrity of the DCSS systems and the Department. Poor communication and coordination can adversely affect the Child Support program and the families and children of California.

B. Personal Contacts:

The incumbent has contact with departmental managers; supervisors; DCSS, State, federal, and LCSA staff; other governmental agencies; contractors; interface partners; and vendors to communicate general, confidential, sensitive, technical, and informative information.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: Yes No

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	