

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification	Working Title
Information Technology Supervisor II	Access and Identity Management Assurance Supervisor
Name of Incumbent <i>Click here to enter text.</i>	Position Number 280-353-1404-001
Section/Unit Enterprise Security Operations/Access and Identity Management Assurance	Supervisor's Name <i>Click here to enter text.</i>
Division Infrastructure Service Division	Supervisor's Classification Information Technology Manager I
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 5/31/2022

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input checked="" type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

Some travel may be required. May be required to move certain equipment.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

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

Under the general direction of the Information Technology (IT) Manager I, the IT Supervisor II is responsible for formulating and administering organizational information technology policies and programs and for planning, organizing, and directing work. The incumbent works as an IT Supervisor II of the Enterprise Security Operations Section/ Access Identity Management Assurance Unit, within the Infrastructure Services Division of the IT Branch, in the Employment Development Department (EDD). The incumbent serves as a supervisor in support of the organization's enterprise information technology operations, including all associated hardware/software/service components and the confidential and sensitive data used at the EDD. The incumbent is responsible for the implementation, maintenance, and operations of the organization's statewide information technology systems. The incumbent acts as an IT Supervisor II on systems hardware/software/service projects, and/or on information systems.

Civil Service Classification

IT Supervisor II

Position Number

280-353-1404-001

The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage
 of Duties

Essential Functions

45%

Supervises Access and Identity Management Assurance (AIM-A) unit services related to but not limited to Enterprise Active Directory, email collaboration, on-premises identity management services, and cloud access and identity management services.

Supervises system health of enterprise cloud access and identity management services for users and resources related to but not limited to Infrastructure as a Service, Platform as a Service, and Software as a Service systems.

Supervises AIM-A employment administration and deliverables for operational support.

Supervises administration responsibilities, technical resources, deliverables and projects to integrate and/or provide required controls.

Supervises staff that produce, formalize and maintain documentation and operational guides on collaboration and other applications established for the enterprise.

Supervises, for the provided services, the configurations and integrations application monitoring and reporting statistics with Enterprise Monitoring and Reporting services.

Supervises and responds to more complex escalated enterprise break/fix server, client and services problems by investigating and troubleshooting to resolve issues and close with Root Cause Analysis.

Supervises AIM-A technical resources' time and deliverables and act as team lead/architect/mentor for department projects.

Supervises AIM-A technical resources' time and deliverables to support the evaluation and testing of hardware, software, and services for the server/client infrastructure, Infrastructure as a Service, Platform as a Service, Software as a Service and systems.

Supervises, architects, mentors, and supports Agency server/client infrastructure, Infrastructure as a Service, Platform as a Service, Software as a Service refresh and technology enhancements throughout the state.

25%

Performs supervision-level technical review and analysis of EDD information technology systems to ensure applicable enterprise infrastructure policies and standards are adhered to. Routinely reviews information systems to ensure they are compliant with the Statewide Information Management Manual, the State Administrative Manual, and EDD ITB Technical Circulars. Defines any issues found and coordinates with team members and other stakeholders, including governance policy groups, to resolve the more complex internal and external audit findings. Documents completed work, including how the

20%	<p>finding was resolved and the date the finding was resolved to both ITB and auditors expectation.</p> <p>Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manages administrative activities for group staffing and budgeting. Plans group's workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.</p>
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Percentage of Duties

Marginal Functions

5%

Invests in personal development through certification or continuous education to maintain position related knowledge in the information technology field with the emphasis in infrastructure services. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout the EDD.

5%

Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing: Occasional (13-25%)

Sitting: Frequent (51-75%)

Walking: Occasional (13-25%)

Temperature: Temperature Controlled Office Environment

Lighting: Artificial Lighting

Pushing/Pulling: 1-25% of the time

Lifting: 1-25% of the time

Bending/Stooping: 1-25%

Other: *Click here to enter text.*

Type of Environment: a. Cubicle b. N/A c. Select d. Select

Interaction with Public: a. N/A b. Select c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

Directly – 8 IT Specialist I, 1 IT Associate, 2 Student Assistants

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

Duties meet class specification and allocation guidelines.

CPU Analyst initials

Date approved

dmg

7/10/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE
- PROVIDE A COPY TO THE EMPLOYEE