

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

24-021

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 7/09/24	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE IT Manager I
F. CURRENT POSITION NUMBER 695-362-1405-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Infrastructure Services / Compute & Storage / Hypervisor / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Sanjeev Singh, IT Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00 -5:00 / DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input 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 checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services</p> <p><input checked="" type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under general direction of the Compute & Storage Information Technology Manager II (IT Mgr II), the Information Technology Manager I (IT Mgr I) has full managerial responsibility to plan, organize, and direct the work of Hypervisor, Cloud, and Automation, services teams and is responsible for the successful automation of all the workflows in the datacenter and cloud service offerings within OTech. The IT Mgr I is responsible for managing the Hypervisor, Cloud, and Automation, teams, customers, new innovations, VCenter, cloud services areas. The IT Mgr I is also responsible for directing and allocating staff resources, performing day-to-day supervisory activities of staff, and establishing regular and frequent communications with internal and external customers in key service areas to establish a baseline for service level objectives.</p>
% of time performing duties	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Program Development & Oversight</p> <ul style="list-style-type: none"> • Provide management oversight for daily operation of Hypervisor, Cloud, and Automation, Services teams • Work in collaboration with OTech Technical staff to assure that the deployment of new services and technologies are accompanied by the appropriate Hypervisor, Cloud, and Automation, services. • Participate as a team member or project leader on appropriate cross-functional projects of the highest complexity and scope, with statewide implications critical to the business success of OTech and our customers, and to advance the California Department of Technology (CDT) Strategic and Tactical Plans and improve customer service. • Develop work plans and implementation schedules for major Hypervisor, Cloud, and Automation, projects, and act as a Project Manager of the projects. • Plan, budget, and participate in rate setting. • Evaluate new Hypervisor, Cloud, and Automation, technologies and make recommendations for their use. • Support the platform teams for automation <p>Team Management</p> <ul style="list-style-type: none"> • Develop plans to accomplish Hypervisor, Cloud, and Automation, services goals and objectives in accordance with the organizational mission and strategic plan. • Develop and update duty statements for unit employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and perform other management activities including adherence to
30%	
25%	

% of time performing duties

the State's progressive discipline policy, which includes taking corrective or disciplinary action as necessary.

- Make informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established OTech administrative processes and procedures, and collective bargaining agreements.
- Ensure employees comply with all OTech policies, office standard operating procedures, and department and agency protocols.
- Coordinate personnel actions, develop staff training plans, and provide staff development, guidance, mentoring, feedback, and formal evaluations of individual team member performance to ensure customer and OTech business needs are met.
- 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 of creative decision-making and problem solving and provide continuous feedback to employees.
- Provide opportunities for open communication and feedback regarding job performance and expectations.
- Create an environment that promotes open communications through regular staff meetings and personal behaviors.
- Manage the administrative processes of Hypervisor, Cloud, and Automation, including authorizations for leave usage, overtime, training, and travel.
- Facilitate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements.
- Responsible for recruiting, selecting, placement, and development of personnel and management of vendor and consultant contracts.
- Provide support and training of staff

Cross Functional Communication

20%

- Serve as an active member of the OTech Management Team by contributing to management team decisions impacting Hypervisor, Cloud, and Automation, and CDT.
- Participate in the development of Infrastructure Services standards and procedures and ensure adherence.
- Communicate management team information to Hypervisor, Cloud, and Automation, team members and represent the team in management team decisions.
- Provide a high level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload.

Customer Management

20%

- Address obstacles in providing good service and to exchange information relative to customer requests, customer needs, and service offerings.
- Using customer feedback and observations of team members, identify problems, delays or frustrations, which can be reduced or eliminated by modifying work processes, and determine ways to improve them.
- Interact with peers, both internal and external to OTech, at the highest technical levels, to design, implement and maintain service offerings of the highest caliber.
- Provide technical advice and assistance to OTech and customer management in support of data center services and customer applications.
- Develop new processes to improve the operations of Hypervisor, Cloud, and Automation, services at OTech
- Provide support and resource allocation to work as a matrix service team for part of the Service Enhancement and Service POD effort.
- Participate as part of service request reviews to understand customer requirements, timelines and scope for resource allocation of such efforts

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

5%

Maintain personal computer files and data in an efficient and effective manner for both daily use and long-term record keeping and inventory.

Work Environment Requirements

This position supports a work environment that functions 24 hours a day, 7 days a week.

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

- May be required to carry a mobile device during working hours and off-shift work.
- May be required to be available for contact by the data center any time, day or night, and on weekends and holidays.
- Occasional after-hours contact by telephone is expected. May be on telephone stand-by or may occasionally need to be on site while the work is performed.
- Telework and remote access from home is probable
- Occasional travel may be required to perform duties, attend training, and provide customer support

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr I receives general direction from the Compute & Storage IT Mgr II

Actions and Consequences:

The IT Mgr I makes decisions of major impact on departmental Infrastructure Orchestration Hypervisor, Cloud, and Automation, infrastructure, architecture, and services. All departmental services are dependent upon sound decisions and recommendations.

Personal Contacts:

The IT Mgr I work with OTech and client and vendor personnel, technical and managerial, at all levels.

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

The IT Mgr I is responsible for planning, budgeting, and participating in rate setting, recruiting, selecting, placement, and development of personnel, and management of vendor and consultant contracts.

Supervision Exercised:

The IT Mgr I have supervisory responsibility for the Hypervisor, Cloud, and Automation, Services staff

Other Information

Desirable Qualifications: (List in order of importance.)

- Knowledge of service request processes.
- Knowledge of IT project management practices and techniques.
- Ability to work with technical and management staff as well as vendors and customers.
- Experience designing and implementing secure automation solutions for development, testing, and high-availability production environments in either public or private cloud technologies (e.g. VCenter, AWS, Azure, GCP, Oracle Cloud, etc.) and experience with network, security, deployment, automation, serverless technologies.
- Experience working with agile development teams in continuous integration / continuous release cycles model such as vRealize, Aria, Tanzu, Kubernetes, DevOps Build Server, Ansible, Terraform, Circle CI, Jenkins, and Puppet to maximize efficiency.
- Experience with VMware platforms, virtualized platforms, container systems and container orchestration (e.g., EC2 Container Service, Kubernetes, OpenShift etc.).
- Experience with Logging and Monitoring (e.g. Sentinel, CloudWatch, SolarWinds, Cloudhealth, etc.)
- Experience in infrastructure automation/Configuration Management, including but not limited to: VRA, Ansible, CloudFormation, PowerShell, Terraform, Chef, Puppet, Vagrant and Azure Resource Manager.
- Be able to work independently, direct the activities of teams, maintain schedules, and bring projects to a timely closure.
- Knowledge of CDT business areas.
- Excellent communication and customer service skills are essential.

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) Sanjeev Singh	SUPERVISOR SIGNATURE	DATE
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