

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Manager I	Working Title Section Chief
Name of Incumbent <i>Click here to enter text.</i>	Position Number 280-349-1405-010
Section/Unit Enterprise Testing Office	Supervisor's Name
Division Product Development Division	Supervisor's Classification Information Technology Manager II
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction <i>Click here to enter text.</i>
	Revision Date 8/19/2019

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 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.*)

Occasional travel may be required.

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

Under the general direction of the Information Technology (IT) Manager II of the Production Development Division, Enterprise Services Section, of the Employment Development Department (EDD), the IT Manager I plans, coordinates, directs, and oversees the activities of the Enterprise Testing Office (ETO). The ETO plays an integral role in the maintenance and operations of Employment Development Department's (EDD) automated systems. ETO provides various testing services that include, but are not limited to, system testing, performance testing, and automation testing. ETO is also responsible for maintaining complex test environments and handling testing support functions, such as data mining and data encryption. Any new project or enhancement to EDD's current benefit systems, such as Unemployment Insurance and State Disability Insurance, must be integrated with current business operations in a seamless and continuous manner. The ETO ensures this integration by fully testing the EDD applications before production release.

The incumbent sets and maintains policies, standards, and practices that are consistent with EDD's current and future IT needs, goals, and objectives. In planning and overseeing the activities of the

Civil Service Classification

Information Technology Manager I

Position Number

349-1405-010

Section, the incumbent develops and evaluates alternatives, makes decisions, and takes appropriate action. In addition, the incumbent ensures efficient, effective, and timely service delivery that supports EDD's IT needs. The incumbent contributes toward the growth of the IT Branch into a customer-focused service organization.

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

Percentage of Duties	Essential Functions
40%	Provides direction and guidance to the ETO subordinate managers and staff to assist them in providing services for centralized pre-production testing and Test environment configuration, change, and release management. Establishes and maintains policies, practices, and procedures that are consistent with EDD's needs, goals, and objectives. Innovate and implement new tools and technologies to automate manual testing. Sets goals and expectations for the entire section, encourages leadership and initiative at all levels, and develops and evaluates alternatives for resolving problems. Makes decisions and takes appropriate actions to resolve system problems by pro-actively engaging all the technical areas. Provides decision makers with factual information on risk; proposes methods to mitigate risk, and clearly explains issues that impact the work efforts. Communicates the objectives, work plans, and status of the various initiatives to stakeholders, including executive management. Manages the section's budget, staff capacity, future projects, directs current projects, completes special studies, and required personnel activities.
25%	Provides direction and support to establish processes, procedures, and partnerships that foster quality services delivery to the customer organization. Establishes and maintains good communications with management, staff, and customers. Plans, coordinates, and directs the activities of the division's staff members. Makes effective use of interdisciplinary teams. Presents ideas and information effectively, both orally and in writing; consults with and advises administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language. Gains and maintains the confidence and cooperation of others.
20%	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. 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 the lines of business.
10%	Reviews the services and/or products that are being provided to determine effectiveness and efficiency through all phases of work. Ensures that services and products are provided in a timely manner. Institutes corrective action, as needed. Proactively ensures that testing processes, projects, and are of high quality to support new application enhancements by complying with State, Department, and Branch standards. Actively manages staff development programs. Establishes and maintain good communications with control agencies, sponsors, management, staff, vendors, and the customers.

Percentage
of Duties **Marginal Functions**

5% Perform 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: Not Applicable
Lifting: Not Applicable Bending/Stooping: Not Applicable
Other: *Click here to enter text.*
Type of Environment: a. Cubicle b. Select 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 – 2 IT Supervisor II
Indirectly – 15 IT Specialist I, 6 IT Associate, 1 IT Specialist II

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)
Click here to enter text.

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)
Click here to enter text.

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials Date approved
JMB **8/15/2024**

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:

[Click here to enter text.](#)

**** 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**