CalPERS

Duty Statement

Classification: **Information Technology Manager I**

Position Number: **275-813-1405-016**

HCM#: **2093**

Branch/Section: **Information Technology Services Branch / Enterprise Solutions Development Division / myCalPERS Services Section / General & Architecture**

Location: **Sacramento, CA**

Working Title: **Manager, General & Architecture**

Effective Date: **September 1, 2024**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised: ☒ **Yes** ☐ **No**

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

The Enterprise Solutions Development Division (ESDD) provides the infrastructure and application services for most of the business functions within CalPERS and its eight Regional Offices. The ESDD collaborates with other divisions to meet CalPERS' business need by providing quality, innovative, and sustainable services for business continuity.

The MyCalPERS Services Section (MCPSS), within ESDD, is responsible for the system architecture, design, development, testing, enhancement, and maintenance of the myCalPERS (MCP) system. The MCP system supports CalPERS business operations for each of the major customer areas (Benefits, Health, Contributions, Contracts & Enrollments and Financials). MCP is a statewide on-line system supporting over 1.6 million members and 1,500 Business Partners. MCP is deployed to 40+ environments which are currently managed and maintained by the Environment Management unit, within MCPSS.

Under general direction of the MCPSS Section Chief (Information Technology (IT) Manager II), the IT Manager I (ITM I) serve as the General & Architecture manager and is responsible for providing the services necessary to enable integration of systems and applications across the enterprise. These applications and systems can be both internal and external to the enterprise. These services include transporting data between source data systems and destination data systems; transforming and formatting data using common and application-specific data formats; creation of services that create a standardized method of retrieving data from a data source and creation of services that expose an application's business processes for consumption by other applications (both internal and external). The ITM I work primarily in the Software Engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS, and supervision of work. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members**.**

35%   Onsite[1] and virtually, direct General & Architecture unit operations and ensure that each team is provided with the standards, processes, and procedures needed to provide quality services to their customers. Ensure that the standards, processes, and procedures are developed in accordance with the CalPERS Software Development Life Cycle (SDLC) Best Practices. Govern the work operations by ensuring team members are trained and follow established methods and processes. Has overall management responsibility for the General & Architecture unit, as well as setting unit priorities in collaboration with the ESDD Chief.

35%   Onsite and virtually, manage General & Architecture unit operations and ensure established service levels are met. Monitors the unit workload, assure that services delivered for any and all efforts are completed successfully and timely. Lead the development of project schedules and project plans. Identify and secure technical resources to support in project objectives and assist in the preparation production change control requests, service requests, and other related maintenance and operations activities.

20%   Onsite and virtually, administer human resource policies and procedures established by the California Department of Human Resources (CalHR), the State Personnel Board (SPB), and CalPERS leadership. Appropriately administer collective bargaining agreements and contribute to effective labor-management relations. Ensure positions are allocated to appropriate civil service classifications and are filled through effective recruitment and hiring procedures, which result in the selection of the most qualified candidate for the job. Effectively administer CalPERS' performance appraisal system, ensuring employees receive ongoing coaching, performance feedback, and timely and accurate summary rating evaluations; ensure effective team member development through identification of training needs, team member career development planning and the provision of appropriate training. Ensure team members have the necessary skills and capacity to sustain the service area and opportunities for improving and expanding the service areas as CalPERS business needs change; contribute to the enhancement of the Information Technology (IT) planning process to balance strategic and tactical efforts and investments more effectively.

10%   Onsite and virtually, assist in the development of strategies and policy recommendations related to implementing IT enterprise policies, procedures, and operation changes. Drive the assessment and development of strategic and tactical operational and staffing plans. Develop long and short-term staffing plans, which meet Section and Division workload needs within budget resources. Develop budget requests based on substantiated operational and business needs; ensure cost effective use of resources, i.e., operational expenses, equipment and staff resources (including consultant and professional services), identifying cost savings;

responsible for cost effective use and management of General & Architecture annually funded baseline and associated contracts.

Working Conditions

- [1] This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date**:

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date**: