Duty Statement

Classification: **Information Technology Manager I**

Position Number: **275-813-1405-007**

HCM#: **1292**

Branch/Section: **Information Technology Services Branch / Enterprise Solutions Development Division / myCalPERS Services Section / Benefit Services**

Location: **Sacramento, CA**

Working Title: **Benefit Domain Manager**

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 my|CalPERS (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) is responsible for supervising, managing, organizing, and directing technical staff to ensure the needs of the CalPERS Business Divisions (customers) who use MCP are identified and managed appropriately. The IT Manager I work both independently to assign and cooperatively with others to carry out assignments using considerable judgment to achieve objectives while following established time frames and performance standards. The IT Manager I work primarily 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**.**

45%   Onsite[1] and virtually, provides guidance and direction to staff performing system/environment architecture, analysis, design, testing, build and deploy, maintenance, and support. Ensures that a technical training program is developed and maintained. Monitors unit workloads, assures established service levels are met and that services delivered for all efforts are completed successfully and timely. Reviews staff work for completeness and accuracy and provides feedback through performance guidelines, development of peer annual reviews and probation reports. Ensures adherence to established practices and standards. Identifies individual or project problem areas and takes corrective action where necessary. Initiates contract(s), monitors contractor's performance, approves payment of invoices, and closes out contract(s). Meets with Business Divisions (customers) to establish priorities, interpret business requirements, and to identify information technology solutions. Establishes unit goals and objectives to accomplish CalPERS' mission and goals. Develops and tracks budget estimates for unit's ongoing work and special projects.

20%   Onsite and virtually, serves as Primary liaison for all efforts of the financial, human resources, investments, pension and health systems with other CalPERS' program staff and consulting partners in the development and support of the technical environment based on strategic plans, business goals, and CalPERS' objectives. Develops and oversees project plans, project reporting, assigning and managing resources, and ensuring project compliance to standards and problem resolution to address all technical needs and issues for both current and future application systems requirements. Acts as a technical advisor to other data processing personnel in solving system problems and achieving best use of available hardware and software resources. Coordinates and ensures effective operations of complex, multiple hardware and software configurations including integration and compliance, whenever possible, with the enterprise technical architecture. Provides expertise of technical systems and processes, as well as, in-progress applications and systems development, technical analysis and recommendations on applications technical issues.

20%   Onsite and virtually, assures that staff and technical resources are available to develop new systems and maintain current systems. Develops staffing plans and forecasts for future resource requirements. Develops project schedules using automated tools to make resource assignments and monitor progress. Assures that staff are properly trained and prepared to meet the needs of current and changing technology in a dynamic environment. Assesses technology trends to determine the impact on current and future applications. Assists in and/or is responsible for technology contract management where appropriate.

10%   Onsite and virtually, functions as a primary contact to the user community to coordinate the implementation of technology and enhancements to existing systems. Works with user

divisions in establishing project priorities. Provides oversight responsibility for change management where appropriate. Provides adequate follow-up control to ensure that service is timely and of high quality. Monitors project progress by measuring the effectiveness in meeting project milestones and makes changes as deemed necessary.

5%   Onsite and virtually, attends management information meetings and prepares technical information reports. Participates in special ad hoc committees and projects.

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**: