EDD **Employment Development Department**
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification	Working Title
CEA B	Division Chief
Name of Incumbent	Position Number
	353-7500-003
Section/Unit	Supervisor's Name
	Rita Gass
Division	Supervisor's Classification
Infrastructure Services	CEA C
Branch	Duties Based on:
Information Technology	☒ Full Time ☐ Part Time - Fraction
	Revision Date
	4/19/2021

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

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

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the general direction of the Deputy Director, Information Technology Branch (ITB) /Chief Information Officer (CIO), the Chief over the Infrastructure Services Division (ISD) implements the Department's vision through planning, organizing, and directing activities associated with infrastructure activities. The incumbent establishes policy, plans, organizes, and directs the overall operation of the Employment Development Department's (EDD) technology infrastructure. This includes developing, maintaining, supporting, and optimizing multiple critical and highly complex information technology (IT) disciplines, particularly network infrastructure, server infrastructure, data communications, telecommunications, and enterprise systems both private cloud and public cloud environments. The Chief provides strategic and tactical technical direction and cross-domain expertise, at deep technical levels and directs and evaluates the activities of highly technical IT staff, to resolve hardware and software problems timely and accurately.

As a member of EDD's Executive Staff and the ITB Executive Team, the incumbent provides critical and sensitive recommendations to the CIO and other EDD senior managers, including policy development on the direction and effective application of IT to meet EDD's business goals and objectives. This position has extensive decision-making authority and directs the most critical and complex projects related to infrastructure initiatives. The incumbent contributes toward the growth of the ITB into a customer-focused service organization by following the Branch's established cultural

principles and will continuously improve communications and relationships with management, subordinates, peers, external partners, and customers. The Chief works with other ITB Divisions and other EDD programs to ensure cohesive and timely IT project implementation and continually evaluate processes for future policy and procedural revisions.

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

Percentage of Duties	Essential Functions
25%	Design and implement short-and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements. Lead infrastructure technological planning to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies. Collaborate with the appropriate Divisions and Branches to develop and maintain a technology plan that supports organizational needs. Evaluate all phases of the infrastructure architecture and operations within the ITB to ensure effectiveness, improved efficiency, and the meeting of critical project and production deadlines. Plan ISD's workload and maintains staff time estimates for projects and line of business activities. Proactively monitor technology solutions and plan for system roadmaps that will befit the Department's ability to provide services in the most efficient and cost-effective manner. Collaborate with the ISO in the planning and deployment of infrastructure security measures and the development and execution of an enterprise-wide technology recovery plan. Function as an escalation point for issues concerning all core IT systems. Provide the expertise on predictive monitoring of hardware and software systems through testing, validation and verification. Conduct research to remain up-to-date and knowledgeable regarding industry trends and emerging technologies in anticipation of new business processes and system alterations. Provide weekly status updates. Adapt easily to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.
20%	Develop and regularly communicate business/technology alignment plans to executive team, staff, partners, customers, and stakeholders. Establish service level agreements with business units of the product and services being provided. Solicit feedback from internal and external customers to assist in gauging the level of satisfaction and whether the services or products meets the customer's needs. Ensure continuous delivery of technical services through oversight of service level agreements with customers and monitoring of systems, programs, and equipment performance. Exercise a high degree of initiative, independence of action and originality, and demonstrate tact and good judgment to develop and maintain effective and cooperative working relationships. Communicate regularly with internal and external partners and stakeholders to establish and maintain priorities and schedules. Facilitate timely communication in responding to customer inquiries. Ensure that all stakeholders (internal and external) have appropriate information to make timely and informed decisions.
20%	Assess and communicate risks associated with technology-related investments and purchases. Develop business case justifications and cost-benefit analyses for technology spending and initiatives. Define requirement for new technology implementations and communicate them to key business stakeholders. Prepare or review scope of works, bid proposals, contracts, and other documentation for infrastructure projects and associated efforts. Negotiate with vendors and contractors to secure infrastructure-specific products and services. Provide analytical, technical reviews, and analysis to ensure all infrastructure policies and standards are adhered to and in compliant with the Statewide Information Management Manual (SIMM), the State

Administrative Manual (SAM), and the EDD ITB Technical Circulars. Oversee large technology refresh projects that replace aging servers, client workstations, network components and operating systems, and implement new security services that represent the most mission critical technology infrastructure at EDD. Develop, track, and control the infrastructure services annual operating and capital budgets for purchasing, staffing, and operations.

20%
Develop and monitor management practices that promote performance, accountability, creativity, and innovation in providing resolution to technical problems in a cost-effective manner, value employee ideas, and encourage constructive feedback.   Provide leadership, direction, technical vision, support, and timely performance feedback to subordinate IT Managers. Provide all hiring supervisors with direction, guidance and training on recruitment and hiring strategies and processes to attract qualified talent to the Department and advance the most qualified applicants for job offer consideration. Establishes, and ensures hiring supervisors follow, policies and procedures for new staff on-boarding, training, and timely written performance feedback. Monitors employee turnover to identify barriers to employee retention and develops innovative strategies to position the Department as an employer of choice. Develops and implements strategies to ensure all Division employees are trained and developed to meet IT challenges and exceed customer expectations. Develop staff and carry out Department and Branch succession plan strategies. Complete training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook.

10%
Demonstrate knowledge of 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.   Represents the ITB with Department of Technology, Office of the CIO, Legislative Analyst Office, Legislative hearings, Office of Emergency Services, counties, contractors, and vendors. Attends meetings and conferences to maintain business relationships and facilitate opportunities to advance Department objectives.   Prepare reports and presentations.

5%
Perform other duties as assigned.

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

Standing:	Repetitive (26-33%)	Sitting:	Repetitive (26-33%)
Walking:	Repetitive (26-33%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical Lighting	Pushing/Pulling:	Not Applicable
Lifting:	1-25% of the time	Bending/Stooping:	Not Applicable
Other:			

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

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

5. SUPERVISION

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

Directly: 4 - IT Manager II; 1- IT Specialist I; 1 OT (Typing)

Civil Service Classification	Position Number
CEA B	*280-353-7500-003*

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
	AEL	4/20/2021

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**