

California State Auditor

Duty Statement



Classification:	Information Technology Manager II
Position Number:	339-100-1406-900
Division:	IT
Employee Name:	Vacant
CBID:	E99

Designated Conflict of Interest Position: Yes No

Position Description/Duties: Under the administrative direction of the Deputy of Administration, the incumbent is responsible for the management and operations of the Information Technology (IT) services of the office. In addition, the incumbent works as the technical expert on the maintenance of the most complex software systems and software projects as well as handles the most complex configuration of the office's servers, clients, and network. The incumbent consults with all levels of staff to define the required systems specifications using business/user requirements, knowledge of systems software, hardware, databases, security, and/or networks.

Job Functions - Essential (E) / Marginal (M) Functions:

40% E	<p><u>Supervision/Management</u></p> <ul style="list-style-type: none"> • Develop plans to accomplish the office's goals and objectives surrounding all services (including Cloud services) in accordance with organizational mission and strategic goals. • Supports and advocates management's philosophy, policies, and procedures. • Fosters positive and collaborate relationships with other units within the office. • Provides strategic management directives for mission critical services. • Manage the team to work collaboratively with the office. • Ensures staff successfully support and expand tools and technologies that achieve standardization in the delivery of IT resources. • Manages the day-to-day operations of the information technology services unit including directing and guiding staff who support application design and implementation, network/server administration, and user support. • Leads and inspires a high-performing team. Provides coaching, mentorship, training, and professional development opportunities to team members. Fosters a collaborative and customer-centric culture within the team. • Initiates and manages IT-related contracts, develops scopes of work for contract requests, serves as liaison with contractors. • Directs and oversees IT purchasing in compliance with office policies. • Responds to all executive-level IT requests and provides status/escalates appropriate issues/risks to the executive level.
25% E	<p><u>Application Design and Implementation</u></p> <ul style="list-style-type: none"> • Actively participates in the development and implementation of all new IT systems for the office. • Serves in an administrator role for all office IT systems. • Develops and executes unit, integration, and performance tests during program development. Develops automated tests for programs to ensure correct behavior. • Provides leadership and support for planning, installation, maintenance, and problem determination. Investigates, determines, and develops ways to automate the office's business processes through new programs. Develops plans to determine and meet future capacity needs using business requirements, technical knowledge, documentation,

	<p>documented tools, trend analysis, statistical and other reports as needed.</p> <ul style="list-style-type: none"> • Performs maintenance for all of the office's internal and external websites, custom programs, and databases, including developing and integrating new modules. • Maintains knowledge of current trends in programming, databases, and software. Researches and evaluates new and existing hardware/software to ensure the office is utilizing the most up to date, secure and supportable hardware/software possible.
10% E	<p><u>Chief Information Officer</u></p> <ul style="list-style-type: none"> • Fosters positive and collaborative relationships with IT customers, serving as the primary point of contact for escalated issues and complex requests. • Represents the office as the Chief Information Officer when in discussions with outside entities such as Legislative Data Center, CDT, other state agencies, or vendors. • Develops and implements all IT goals and strategies for the office. • Establishes and maintains operational procedures in compliance with applicable governmental policies and guidelines and IT standards. • Ensures the integrity, performance, and reliability of IT services using industry best practices. • Identifies and mitigates operational risks that adversely impact the delivery of services. • Assesses service offerings to determine continued viability based on customer needs, costs, available skill- sets, and industry standards. • Stays current with industry trends and best practices to drive continuous improvement initiatives. • Effectively and succinctly instructs/informs the office on organization-wide IT additions or modifications. • Oversees maintenance of and ensures that IT policies are accurately captured in the Software and Computer Resources chapter of the office's Comprehensive Manual. • Directs and oversees the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices. • Sets priorities, goals and resources to meet service needs that align with strategic organizational objectives. • Determines the need and oversee the implementation of office-wide hardware and software conversions and upgrades.
10% E	<p><u>Information Security Officer</u></p> <ul style="list-style-type: none"> • Represents the office as the Information Security Officer when in discussions with outside entities such as Legislative Data Center, CDT, State Controller's Office, auditee departments, CHP, vendors, etc. • Develops, implements, and ensures staff is aware of information security policies, practices, and guidelines that help to ensure the integrity, confidentiality, reliability, and appropriate use of information assets. • Selects and administers encryption software and train users. • Approves all data security plans for individual audits. • Assists the office with security/privacy issues when dealing with sensitive and confidential auditee information. • Conducts analysis and prepares reports related to information security trends and best practices in order to be continuously prepared for improving the office's security posture, utilizing input from staff, clients, peers and independent research. • Oversees regular updates, testing, and continuous improvement of Disaster Recovery Plans. • Establishes new users in other state agencies' IT systems, creates user IDs and

