## **California State Auditor**

Duty Statement



Classification	า:	Information Technology Manager II		
Position Number:		339-100-1406-900		
Division:		IT		
Employee Name:		Vacant		
CBID:		E99		
Designated (	Conflict of In	nterest Position: Yes 🗵 No 🗆		
		uties: 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				
		n, 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				
office's servers, clients		s, and network. The incumbent consults with all levels of staff to define the required		
systems $specifications$ $using$ $business/user$ $requirements$ , $knowledge$ $of$ $systems$ $software$ , $hardware$ ,				
		and/or networks.		
Job Functions - Essential (E) / Marginal (M) Functions:				
		ion/Management		
		Develop plans to accomplish the office's goals and objectives surrounding all services		
	-	including Cloud services) in accordance with organizational mission and strategic		
	-	ioals.		
		upports and advocates management's philosophy, policies, and procedures.		
		osters positive and collaborate relationships with other units within the office.		
		Provides strategic management directives for mission critical services.		
		Anage the team to work collaboratively with the office.		
		insures staff successfully support and expand tools and technologies that achieve tandardization in the delivery of IT resources.		
40% E		Aanages the day-to-day operations of the information technology services unit		
4070 L		ncluding directing and guiding staff who support application design and		
		mplementation, network/server administration, and user support.		
		eads and inspires a high-performing team. Provides coaching, mentorship, training, and		
		professional development opportunities to team members. Fosters a collaborative and		
		ustomer-centric culture within the team.		
	• Ir	nitiates and manages IT-related contracts, develops scopes of work for contract requests,		
	S	erves as liaison with contractors.		
	• D	Pirects and oversees IT purchasing in compliance with office policies.		
	• R	esponds to all executive-level IT requests and provides status/escalates appropriate		
	is	ssues/risks to the executive level.		
		ion Design and Implementation		
25% E		ctively participates in the development and implementation of all new IT systems for the		
		ffice.		
		erves in an administrator role for all office IT systems.		
		evelops and executes unit, integration, and performance tests during program		
		evelopment. Develops automated tests for programs to ensure correct behavior.		
		rovides leadership and support for planning, installation, maintenance, and problem		
		etermination. Investigates, determines, and develops ways to automate the office's		
		usiness processes through new programs. Develops plans to determine and meet future		
	Ca	apacity needs using business requirements, technical knowledge, documentation,		

	documented tools, trend analysis, statistical and other reports as needed.
	<ul> <li>Performs maintenance for all of the office's internal and external websites, custom</li> </ul>
	<ul> <li>programs, and databases, including developing and integrating new modules.</li> <li>Maintains knowledge of current trends in programming databases and software</li> </ul>
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	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.
	Chief Information Officer
	<ul> <li>Fosters positive and collaborative relationships with IT customers, serving as the primary point of contact for escalated issues and complex requests</li> </ul>
	<ul> <li>point of contact for escalated issues and complex requests.</li> <li>Represents the office as the Chief Information Officer when in discussions with outside</li> </ul>
	entities such as Legislative Data Center, CDT, other state agencies, or vendors.
	<ul> <li>Develops and implements all IT goals and strategies for the office.</li> </ul>
	<ul> <li>Establishes and maintains operational procedures in compliance with applicable</li> </ul>
	governmental policies and guidelines and IT standards.
	<ul> <li>Ensures the integrity, performance, and reliability of IT services using industry best practices.</li> </ul>
	<ul> <li>Identifies and mitigates operational risks that adversely impact the delivery of services.</li> </ul>
	<ul> <li>Assesses service offerings to determine continued viability based on customer needs,</li> </ul>
	costs, available skill- sets, and industry standards.
10% E	<ul> <li>Stays current with industry trends and best practices to drive continuous improvement</li> </ul>
10/0 2	initiatives.
	<ul> <li>Effectively and succinctly instructs/informs the office on organization-wide IT additions or</li> </ul>
	modifications.
	<ul> <li>Oversees maintenance of and ensures that IT policies are accurately captured in</li> </ul>
	the Software and Computer Resources chapter of the office's Comprehensive
	Manual.
	<ul> <li>Directs and oversees the initiation, planning, analysis, design, development, testing, and</li> </ul>
	implementation of products and services in accordance with industry best practices.
	<ul> <li>Sets priorities, goals and resources to meet service needs that align with strategic</li> </ul>
	organizational objectives.
	Determines the need and oversee the implementation of office-wide hardware and
	software conversions and upgrades.
	Information Security Officer
10% E	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.
	<ul> <li>Develops, implements, and ensures staff is aware of information security policies,</li> </ul>
	practices, and guidelines that help to ensure the integrity, confidentiality, reliability,
	and appropriate use of information assets.
	<ul> <li>Selects and administers encryption software and train users.</li> </ul>
	<ul> <li>Approves all data security plans for individual audits.</li> </ul>
	<ul> <li>Assists the office with security/privacy issues when dealing with sensitive and</li> </ul>
	confidential auditee information.
	<ul> <li>Conducts analysis and prepares reports related to information security trends and best</li> </ul>
	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.
	<ul> <li>Establishes new users in other state agencies' IT systems, creates user IDs and</li> </ul>

		passwords, and acts as administrator for these accounts.
	•	Analyzes and implements all complex security changes.
	<u>System</u>	s/Network Administration
10% E		Installs, upgrades, configures, documents, and maintains the office's server hardware and software as well as network hardware.
		Evaluates server hardware and software, and analyze business needs and system requirements.
		Tests newly installed systems and network devices to ensure that they function correctly and meet requirements
	•	Oversees the performance of daily, weekly, and other backups.
	Margina	l Functions
5% M	•	Other related duties as required
Supervision Received:		Reports directly to the Deputy State Auditor, Administration.
Supervision		Supervises a team of 3 to 5 technical staff.
Exercised:		
Special		
<b>Requirements:</b>		None
Working Conditions:		• It is the desire of the State Auditor that all executive level staff work at the office. However, for up to 2 days a week, this position is eligible for participation in the office's hybrid telework program. Work at the alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework.
		• Work performed in the office is in an air-conditioned high-rise building with elevator access and both natural and artificial lighting.
		• Work may require sitting for an extended period of time using a personal computer and the use of standard office equipment, such as phones, copiers or scanners.
		Work may require periodic non-standard work hours and work during weekends to meet workload needs and demands.

## **SIGNATURES**

I have discussed the duties of the position with the employee.

Supervisor's signature

Supervisor's printed name

Date

By signing this document, I acknowledge that I have read and understand all the requirements and information above and have received a copy of this duty statement. I understand that the duty statement is not considered an all-inclusive list of working requirements and that I may perform other duties as assigned within my classification.

Incumbent's signature Incumbent's printed name Date \*If a reasonable accommodation is necessary, please contact Human Resources to begin the interactive process.