



**Position Details**

**Classification:**  
Information Technology Manager I

**Office/Branch:** Information  
Technology/Enterprise Services

**Working Title:** IT Operations Manager

**Location:** Sacramento

**Position Number:** 311-440-1405-003

**HR Approval Date/Initials:** JT 10/31/24

**CBID/Bargaining  
Unit:** M01

**Work Week  
Group:** E

**Tenure:**  
Permanent

**Time Base:**  
Full-Time

**Job Description Summary**

Under general administrative and policy direction of the IT Enterprise Services Chief, an IT Manager II, the IT Manager I (IT Operations Manager) is responsible for the leadership of Infrastructure Operations, consisting of Platform Services and Network Operations and Administration. The incumbent is responsible for the services and infrastructure that enable the delivery of systems and applications that enable the business operations of the Authority. The IT Operations Manager provides expert consultation on complex technical IT-related issues and provides leadership and direction to a diverse group of IT professionals and contract staff with different skill sets.

The following IT Domains are applicable to the incumbent's duties/tasks:

- |   |  |
|---|--|
| <input type="checkbox"/> Business Technology Management   | <input type="checkbox"/> Information Technology Project Management |
| <input checked="" type="checkbox"/> Client Services       | <input checked="" type="checkbox"/> Software Engineering           |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> System Engineering             |

**Duties**

Percentage

Essential (E)/Marginal (M)

35% (E)

**Platform Services**

- Collaborates with Infrastructure, Solution, and Security Architects to implement and maintain enterprise services designed to support maximum performance, reliability, scalability, and integration of business solutions.
- Monitors platform services to ensure hosted applications, databases, and other services are available, secure, and perform at optimal capacity.
- Ensures routine maintenance and patching is performed at defined intervals or per approved schedule.

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information, please call the EEO Officer at (916) 324-1541, email at [eeo@hsr.ca.gov](mailto:eeo@hsr.ca.gov), or write to: California High-Speed Rail Authority, at 770 L Street, Suite 620, Sacramento, CA 95814

- Oversees operational activities associated with platform services including configuration management, change management, capacity management, and performance management to ensure the availability of systems and services.,
- Oversees the provisioning, operations, and maintenance of systems running on Amazon Web Services (AWS). Monitors availability, ensures optimization, and controls costs.
- Ensures incidents and service requests from internal (other IT units) and external (business partners) customers are addressed and resolved within service levels.
- Provides technical expertise to support the resolution of complex issues affecting the performance and/or availability of critical services.
- Performs or directs root cause analysis, conducts lessons learned, and implements mitigations to reduce the potential of future incidents.
- Participates in disaster recovery and contingency planning, tabletop exercises, and incident response.
- Ensures vulnerabilities are addressed and remediated within service levels as defined by the Information Security Office.
- Directs and oversees server, storage server, and storage design and maintenance, including, but not limited to, virtualization, storage techniques, back-up, operating system management, capacity planning. and monitoring.
- Ensures technical diagrams and documentation are created and maintained.
- Researches and recommends new technologies, protocols, tools, software, and hardware to ensure continuous optimization and automation of platform services.
- Conducts research and performs analysis of products or services to inform enterprise IT decisions. Develops written summaries or other materials to present findings.

### 35% (E) **Network Operations**

- Oversees the implementation, upgrade/update, and management of complex network infrastructure tools and solutions such as firewalls, intrusion prevention systems, intrusion detections systems, switches and load balancers within the local area network, wide area network, and Infrastructure as a Service (IaaS).
- Reviews all policies, procedures, and productivity standards and monitors for compliance.
- Oversees the development, modification, and optimization of the network architecture and the implementation and integration of network and cloud solutions.

- Researches and recommends new technologies, tools, or protocols and oversees the implementation of selected enhancements ensuring optimal network performance and availability.
- Ensures incidents and service requests from internal (other IT units) and external (business partners) customers are addressed and resolved within service levels.
- Provides technical expertise to support the resolution of complex issues affecting the access to network services.
- Performs or directs root cause analysis, conducts lessons learned, and implements mitigations to ensure maximum up time and optimal network performance.
- Monitors problem trends and ensures that troubleshooting efforts are thorough, documented, and maintained through resolution.
- Participates in or ensures representation during disaster recovery and contingency planning, tabletop exercises, and incident response.
- Ensures vulnerabilities are addressed and remediated within service levels as defined by the Information Security Office.
- Establishes customer service strategy, and sets standard and tone to create a customer-focused operational team.
- Oversees the standard configurations of network performance monitoring systems and installations, making changes in response to business needs, new products, or security initiatives.
- Ensures network diagrams and documentation are created and maintained.

20% (E) **Leadership and Administration**

- Provides direction, guidance, and leadership to subordinate supervisors, staff, and contracted personnel.
- Ensures appropriate staff scheduling to provide coverage during normal business hours and on-call support.
- Communicates job expectations and plans, monitors, and appraises job performance. Coaches, counsels, and mentors employees.
- Ensures processes and procedures are documented, and monitors and ensures compliance.
- Identifies and documents performance or conformance issues, develops improvement plans, and provides opportunities for continuous learning.
- Develops training plans to ensure continuous growth and career opportunity.
- Proactively develops and maintains daily, weekly, and/or monthly status reports and dashboards to capture and monitor workloads, personnel and system performance, and other operational statistics.

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information, please call the EEO Officer at (916) 324-1541, email at [eeo@hsr.ca.gov](mailto:eeo@hsr.ca.gov), or write to: California High-Speed Rail Authority, at 770 L Street, Suite 620, Sacramento, CA 95814

- Directs the work of contractors engaged to provide IT services in support of Authority goals. Validates work performed is within expected outcomes.
- Ensures effective representation and coordination of work processes and projects with other offices and divisions.
- Develops, coordinates, and enforces systems, policies, procedures, and productivity standards.
- Collaborates with leadership and cross functional teams to develop solutions for complex problems.
- Formulates and implements IT policies, procedures, and standards.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Contributes to workforce planning, budgeting, and succession planning.
- Recognizes and communicates individual and team accomplishments.

10% (E) **Other Duties**

- Fosters an environment of teamwork and collaboration, open communication and information sharing, and continuous learning and improvement.
- Actively participates in team and departmental meetings, technology initiatives, and other assignments.
- Represents the Authority in meetings, workshops, or forums related to enterprise and infrastructure architecture or other relevant subject matter.
- Advises management, staff, and business partners on matters regarding IT trends and best practices of enterprise service solutions.
- Ensures compliance with the federal, state, and Authority standards.
- Maintains up to date knowledge about state policies, processes, and industry best practices related to IT administration and platform and infrastructure solutions.
- Invests in personal development through continuous education to maintain position-related knowledge.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Other duties as required to accomplish the Authority and IT Office mission and goals.

### Special Requirements

The checked boxes below indicate any additional requirements of this position.

License Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Conflict of Interest (COI) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Bilingual Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Contract Manager Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Medical Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Type:		Language:		

Other Special Requirements Information:

- **Conflict of Interest (COI)** – This position is designated under the Conflict-of-Interest Code. The position is responsible for making, or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The employee is required to complete form 700 within 30 days of assuming employment. Failure to comply with the Conflict-of-Interest Code requirements may result in disciplinary action.
- **Contract Manager** – Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM), and the California Government Code (GC).
- **Manager of Contract Managers** – Provides strong oversight of subordinate contract managers, holding them accountable for ensuring that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM) and the California Government Code (GC).

### Knowledge and Abilities

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

**Knowledge of:** A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

### Desirable Qualifications

- Bachelor's degree in an information technology related field of study.
- Possession of Amazon Web Services (AWS) Associate or Professional certification(s).

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information, please call the EEO Officer at (916) 324-1541, email at [eeo@hsr.ca.gov](mailto:eeo@hsr.ca.gov), or write to: California High-Speed Rail Authority, at 770 L Street, Suite 620, Sacramento, CA 95814

- Three (3) years of related supervisory or managerial experience in Infrastructure/Platform Services or related services.
- Significant experience with implementing, maintaining, optimizing, and automating solutions and services in AWS.
- Experience with managing virtual servers and desktops such as VMware ESXi, vCenter, Horizon View Virtual Desktop Infrastructure (VDI), and Amazon Workspaces.  
Experience with managing LAN, WAN, SAN, and IaaS.
- Experience with access control lists, firewalls, web content filters, load balancers, intrusion prevention/detection systems and switches.
- Experience with networking practices including routing protocols such as but not limited to Border Gateway Protocol (BGP), Open Shortest Path First (OSPF), Hot standby Router Protocol (HSRP), Site-to-Site Virtual Private Networks, wireless and Network Access Control (NAC).
- Ability to prepare and produce clear and concise documentations (e.g., operations manual, disaster recovery procedures, operational recovery plans, security policies, etc.).
- Demonstrate working knowledge of project management practices, the system development lifecycle, etc.
- Ability to meet business needs through innovative solutions.
- Ability to establish and maintain cooperative working relationships with all levels of staff and management, communicate effectively with peers, customers, technical staff, management, and others.
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment and work under pressure to meet deadlines.
- Ability to exercise good judgment and make sound decisions in the performance of responsibilities.
- Demonstrated ability to set expectations and hold staff accountable.
- Ability to maintain confidentiality of sensitive tasks, assignments, and information.
- Willingness to work excess hours to achieve business results.
- Exhibit a talent and passion for delivering exemplary customer service, and is creative and resourceful in solving problems.
- Display enthusiasm for continuous learning.

### **Supervision Exercised Over Others**

This level supervises several subordinate staff in the Information Technology Supervisor II, and/or Information Technology Specialist I and II classifications. Provides general administrative direction concerning assignments and oversees the work of contractors.

### **Public and Internal Contacts**

The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent

ADA Notice: For individuals with sensory disabilities, this document is available in alternate formats. For information, please call the EEO Officer at (916) 324-1541, email at [eeo@hsr.ca.gov](mailto:eeo@hsr.ca.gov), or write to: California High-Speed Rail Authority, at 770 L Street, Suite 620, Sacramento, CA 95814

must handle all situations and communications tactfully and respectfully to support the Authority's mission.

### **Responsibility for Decisions and Consequence of Error**

At the Manager I level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions. The consequence of error at the Manager I level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

### **Physical and Environmental Demands**

While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

### **Working Conditions and Requirements**

- a. Schedule: Flexible schedules may be available for this position. Specific schedules will be set between the supervisor and the employee.
- b. Telework: Part time telework is available for this position for up to three days per week.
- c. Travel: Occasional travel may be required to Authority locations within California, if needed, to support business needs.
- d. Other: The incumbent will be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

**Acknowledgment and Signatures**

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

Employee Printed Name:	Signature:	Date:
------------------------	------------	-------

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date:
--------------------------	------------	-------