EDD
Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification	Working Title
Information Technology Supervisor II	Information Technology Supervisor II
Name of Incumbent	Position Number
	280-349-1404-001
Section/Unit	Supervisor's Name
SDI / Development Team	*Click here to enter text.*
Division	Supervisor's Classification
Product Development Division	Information Technology Manager I
Branch	Duties Based on:
Information Technology Branch	☒ Full Time ☐ Part Time - Fraction *Click here to enter text.*
	Revision Date
	10/30/2024

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.)*

Preferred & Desirable Qualifications: Knowledge/experience with the Disability Insurance program and the State Disability Insurance Online (SDIO) application. Knowledge and experience with .NET and C# coding, SDLC (System Development Lifecycle) including test concepts. Mature leadership, customer service, team building, project management, advanced communications and presentations skills and tools. Advanced experience with Microsoft Excel and PowerPoint.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

This is the full supervisory level. Under the general direction of the IT Manager I, the incumbent will plan, organize, and direct the work of the State Disability Insurance (SDI) Development team within the Product Development Division (PDD). The incumbent is responsible for one of the department's most critical applications, the SDI Online (SDIO) system along with Paid Family Leave (PFL) and several smaller DI related applications. The incumbent ensures all SDI applications meet customer needs and service levels, ensures that systems operate efficiently, are readily maintained, and comply with the Branche's standards for systems documentation and performance.

The incumbent oversees and directs technical staff who provide all development and analytical support for their application and its system. The incumbent will be required to provide project management support for development and operations related work efforts. The incumbent and the DEV team work closely with the SDI Operations (OPS) and Systems Integration Test (SIT) teams on problem resolution, build deployments, systems interfaces and environments. The incumbent will maintain a staff development program to provide employees with feedback and the opportunity for growth, ensuring trained staff are available for projects. The incumbent interacts directly with Information Technology Branch (ITB).

The incumbent contributes to the growth of the ITB as a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Civil Service Classification	Position Number
Information Technology Specialist I	*349-1402-047*

Percentage of Duties	Essential Functions
35%	Supervises and directs multi-disciplinary staff in the performance of the systems development lifecycle (SDLC): analysis, design, test, implementation, and performance of tasks related to the development, support and maintenance of standalone and integrated information technology systems. Demonstrates leadership, team building, facilitation and interpersonal skills with business and technical staff to achieve work goals. Ensures staff activities are consistent and supportive of the overall automation effort allowing customers to perform required business functions.
20%	Independently responsible for administrative functions related to IT governance, workload and project management, performance measurement, contract and vendor management, procurement and asset management, data, security, and risk management. Responsible for program, project, and staffing decisions and actions.
15%	Establishes cooperative relationships and gains support of key individuals to accomplish goals. Acts as the primary IT liaison, partnering with customer staff and management to ensure needs are met and to identify opportunities for future automation and improvement. Uses appropriate communications tools with customers to review system requirements, ensuring PDD's success in meeting those requirements and review current operating procedures to identify and implement automation opportunities.
15%	Plans, administers, and monitors expenditures; assesses, analyzes and identifies IT policy needs. Applies personnel management, business, leadership and management principles. Identifies training needs and develops training plans. Conducts performance evaluations, coaches and mentors staff, and identifies and resolves staff performance issues.
5%	Participates as an active member of the PDD Management Team. May act as Section Chief in the Chief's absence. Participates and supports strategic planning and Equal Employment Opportunity objectives.
5%	Performs advanced analysis, studies, and staff work. Formulates and provides policies, procedures, presentations, and proposals. Facilitates, consults or participates in workgroups. Stays informed on emerging technologies and best practices.
5%	Performs other duties as assigned.

Click here to enter text.

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

Standing:	Rarely (1-6%)	Sitting:	Constant (76-100%)
Walking:	Rarely (1-6%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical Lighting	Pushing/Pulling:	1-25% of the time

Civil Service Classification
Information Technology Specialist I

Position Number
349-1402-047

Lifting: 1-25% of the time | Bending/Stooping: 1-25%
Other: *Click here to enter text.*

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

Interaction with Public: a. Required to assist customers on the phone and in person.   b. Select   c. Select.

5. SUPERVISION

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

8 – IT Specialist 1; 1 – IT Associate; 8 – Vendor staff
Click here to enter text.

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)

_____
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)

_____
Supervisor's Signature   Date

7. HRSD USE ONLY

Classification & Pay Group (CPG) Approval

☐ Duties meet class specification and allocation guidelines.

CPG Analyst initials	Date approved
YS	11/8/2024

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:

Click here to enter text.

** **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**