

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

POSITION DUTY STATEMENT – INFORMATION TECHNOLOGY

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM Enterprise Information Services		POSITION NUMBER (Agency-Unit-Class-Serial) 065-627-1405-005			
DIVISION / UNIT  Endpoint Management & Monitoring (EMM)		CLASSIFICATION TITLE Information Technology Manager I			
		WORKING TITLE Information Technology Manager I			
		TIME BASE / TENURE Full-Time/ Permanent	CBID M01	WWG E	COI Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 11/19/2024	

**CDCR'S MISSION and VISION**

**Mission**

To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

**Vision**

We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

**CALIFORNIA MODEL**

California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services (CCHCS) are proud to partner on the California Model which will transform the correctional landscape for our employees and the incarcerated. The California Model is a systemwide change that leverages national and international best practices to address longstanding challenges related to incarceration and institution working conditions, creating a safe, professional, and satisfying workplace for all staff, as well as rehabilitation for the incarcerated. Additionally, the California Model improves success of the decarcerated through robust re-entry efforts back into to the community.

**COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION**

CDCR and CCHCS are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

**DIVISION OVERVIEW**

Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.

**GENERAL STATEMENT**

The incumbent will function under the general direction of the Information Technology Manager II (ITS II), Infrastructure Services Section, Enterprise Information Services. The incumbent will be responsible for managing and overseeing the overall desktop engineering of the California Department of Corrections and Rehabilitation (CDCR). The incumbent is responsible for the acquisition, implementation, security and maintenance and support of CDCR's IT desktop device and virtual infrastructure to support and advance CDCR programs (both current and future). Management functions include, but are not limited to, assigning, and coordinating the work related to service disruptions and incidents, hardware and software installation, the enforcement of IT standards, asset inventory management, problem management, reporting, systems monitoring, and mobile (wireless) device administration for device and Virtual Desktop Infrastructure (VDI) access, as well as personnel related administration.

**INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS**

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

**% of time performing duties**      Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

50%	<p><b>Direct Workload Through Subordinate High- Level Technical Staff</b></p> <ul style="list-style-type: none"><li>• Defines responsibilities, assigns authority and creates staff accountability.</li><li>• Identifies and delegates work to be performed to optimize resources and skill sets; and</li><li>• Creates and maintains a working environment that encourages mutual cooperation between users and EIS staff.</li><li>• Performs resource management and ensures that resource utilization is tracked, monitored, and managed.</li><li>• Assist upper management in the development, implementation and enforcement of CDCR IT policies and standards.</li><li>• Initiate and/or recommend changes to promote innovative IT solutions to meet CDCR business needs; and</li><li>• Coordinate with internal and external entities to provide network services and resolve issues as needed.</li></ul>
25%	<p><b>Project Management</b></p> <ul style="list-style-type: none"><li>• Participate in project meetings and provide technical advice and direction to the project team. Client/Customer/Sponsor interface: maintain open communications, cultivate customers confidence and cooperation.</li><li>• Assists team to identify potential project risks and mitigation.</li><li>• Performs project planning, initiation, and execution.</li><li>• Performs resource management and ensures that resource utilization is tracked, monitored, and managed.</li><li>• Resource Manager: Balances the needs of the project, customer, EIS, and CDCR.</li><li>• Manages conflicts.</li><li>• Clearly identify tasks and responsibilities; delegates, motivates, and evaluates.</li><li>• Manages responsibility and task interfaces.</li><li>• Team Deliverable Acceptor: Sets performance standards, seeks ways and means for productivity improvement, verifies milestone achievements, validates quality of deliverables against standards; and</li><li>• Delivery Executive: verifies/confirms continued validity of project constraints (scope, quality, schedule, cost).</li></ul>
15%	<p><b>Mentor and Act as Consultant for Department Initiatives Affecting Network Infrastructure</b></p> <ul style="list-style-type: none"><li>• Organize, plan, and carry out projects to support the operations and maintenance of network server hardware and software. Participate and oversee data communications standards through effective use of Technical Architect resources.</li><li>• Understand business needs for data communications capacity and coordinate the development of solutions to meet business needs.</li><li>• Sets goals and objectives.</li><li>• Support Enterprise and individual division initiatives that rely on CDCR's enterprise Infrastructure to be successful; and Provide consultation and conceptual solutions.</li></ul>
5%	<p><b>Research and Support of Unit's Core Technologies</b></p> <ul style="list-style-type: none"><li>• Research and maintain knowledge of current and emerging technologies, trends and best practices.</li></ul>
5%	<p><b>Evaluate Staff Performance and Outcomes and Plan Training</b></p> <ul style="list-style-type: none"><li>• Ensure standard operating procedures are developed, maintained, and followed by subordinate staff. Measure and evaluate staff performance according to established criteria.</li><li>• Measure and evaluate projects and assignments according to established criteria.</li><li>• Assess who/what is successful and who/what needs improvement.</li><li>• Initiates corrective action for problem areas.</li><li>• Develop and update employees' Individual Development/Training Plans on an annual basis to ensure staff members are equipped with skills required to perform their duties; and</li><li>• Provide training to subordinate staff, customers and business partners when required.</li></ul>

**SPECIAL PERSONAL CHARACTERISTICS**

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

**SPECIAL REQUIREMENTS**

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated individuals, visitors, nonemployees and employees shall be made aware of this.

**CONSEQUENCE OF ERROR**

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.

**To be reviewed and signed by the supervisor and employee:**

**EMPLOYEE'S STATEMENT:**

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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**SUPERVISOR'S STATEMENT:**

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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