

Department of Consumer Affairs
 Position Duty Statement (Outline)
 HR-41a (new 7/2015)

Classification Title Information Technology Supervisor II (IT Sup II)	Board/Bureau/Division Office of Information Services
Working Title Enterprise Reporting & Analytics Supervisor	Section / Unit / Geographic Location Project Delivery and Information Technology Administrative Services/ Enterprise Reporting & Analytics/ Sacramento
Position Number 610-710-1404-003	Name and Effective Date

General Statement: Under the general direction of the Enterprise Data Management, Analytics and Reporting Information Technology Manager I (ITM I), the Information Technology Supervisor II (IT Sup II) plans, organizes and directs activities associated with the development, implementation, and support of Office of Information Services (OIS) maintained enterprise database reporting tools. The IT Sup II routinely interacts with application development and print services teams while supervising activities in support of maintaining and expanding OIS enterprise reporting tools. This position is in the Business Technology Management domain.

Duties include, but are not limited to the following:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]

40% Supervise and Direct (E)

Manage workload and resources to ensure projects meet objectives and timelines. Set priorities, distribute workload, monitor progress, and make workload adjustments. Identify appropriate level of resources for designated projects and tasks. Provide technical guidance, mentoring, and direction for the most complex and sensitive projects. (15%)

Establish and articulate staff performance expectations. Provide continuous feedback to staff regarding job performance. Develop and implement effective mentoring processes and tools to support successful job performance by staff. (15%)

Ensure work is planned, developed and implemented in accordance with OIS, departmental, and statewide policies and procedures. (5%)

Develop and implement methods for improving and sustaining effective working relationships with, and between, staff. (5%)

20% Personnel Management and Administration (E)

Manage personnel administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to guarantee coverage and support. Take action to address attendance issues. Identify staff job performance issues. Take appropriate action in accordance with designated policies and procedures. Ensure staff has the appropriate training and skills necessary to effectively perform tasks and carryout responsibilities. Take action to address training deficiencies. Identify and enlist appropriate training resources in accordance with departmental guidelines.

20% Project and Contract Management (E)

Plan, organize, and manage all aspects and phases of the Systems Development Life Cycle (SDLC) methodology for complex IT projects. Direct systems analysis activities, programming tasks, and technical implementation activities. Manage project resources and lead project teams to ensure tasks are completed according to project parameters. Report project status and issues to stakeholders and executive management using designated reporting channels. Manage customer service requests to ensure timely client service and high-quality deliverables. Ensure milestones are achieved and deliverables meet client business requirements. Determine when issue escalation or special reporting is necessary and take appropriate action. Initiate and manage vendor contracts for complex IT projects and procurements. Prepare statements of work, manage vendor relationships, and oversee contract compliance.

15% Strategic/Organizational Planning (E)

Participate on management/supervisor teams to develop short and long-range plans for strategic and operational needs (e.g., budget and training plans, resource acquisition, and staff allocation). Manage resources in accordance with developed plans. Maintain an awareness of industry trends, emerging technologies, and IT best practices to most effectively meet client needs and provide high quality customer service. Participate in the development and implementation of OIS policies and procedures.

5% Technical Representation (E)

Advise Executive Staff and external agencies on complex IT issues and general technology topics. Represent stakeholders in management, vendor, and business partner meetings. Perform other duties as assigned.

B. Supervision Received

The incumbent works under the general direction of the Enterprise Data Management, Analytics and Reporting ITM I and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA C).

C. Supervision Exercised

The incumbent directly supervises Programming and Information Technology Specialist staff.

D. Administrative Responsibility

The incumbent is responsible for coordinating the activities of multiple IT functions of varying complexity. The responsibilities span multiple disciplines and involve a variety of technical environments. The incumbent is administratively responsible for the performance evaluations of staff and appraises the Department of Consumer Affairs (DCA) Projects Legislation, and Reporting/Data Governance ITM II of activities and issues.

E. Personal Contacts

The incumbent has routine contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent is required to travel throughout an assigned geographical area by various methods of transportation.

H. Other Information

The ITS II must be able to reason logically and creatively and utilize a wide variety of skills in order to resolve enterprise-wide technical connectivity issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position is required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Required Technical Knowledge

- Experience developing and implementing enterprise-scale reports and dashboards.
- Experience working with users in a requirements analysis role.
- Experience with Cognos Analytics product suite (Report Studio, Analysis Studio, Query Studio, etc.) or similar reporting tool.
- Experience working with SQL queries and databases.
- Experience programming/scripting and knowledge of software development life cycle.
- Experience managing multiple priorities and assessing and adjusting quickly to changing priorities.
- Experience with complex data integration issues and structures.

Additional Performance Expectations:

- Ability to work cooperatively with others
- Ability to work efficiently
- Ability to report to work on time
- Ability to maintain consistent, regular attendance
- Ability to work under changing deadlines
- Ability to look and act in a professional manner
- Ability to get along with others
- Ability to exhibit courteous behavior towards others at all times
- Ability to meet deadlines
- Ability to perform tasks with minimal amount of errors
- Ability to do completed staff work

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Printed Name

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

Supervisor Signature

Date

Printed Name

Updated: 11/2024