

Department of Consumer Affairs

Position Duty Statement

HR-41 (Revised 7/2015)

Classification Title Information Technology Manager I (ITM I)	Board/Bureau/Division Office of Information Services
Working Title Section Chief	Section / Unit / Geographic Location Business Process Architect Section/ Sacramento
Position Number 610-710-1405-003	Effective Date

General Statement: Under the general direction of the Office of Information Services (OIS) Project Delivery Chief, Information Technology Manager II (ITM II), the Information Technology Manager I (ITM I) (Section Chief), plans, organizes, and directs all activities associated with development, implementation, and support of the Business Process Architect Section. The Business Process Architect Section supports the system change and project management functions of the OIS, Department of Consumer Affairs (DCA), through the following units: Business Integration and Enterprise Application, Enterprise Application Testing, Project Management Office, and Quality Assurance. As part of the management team, the ITM I (Section Chief) is responsible for ensuring strategic alliance with DCA business strategic plan, assists in the identification and development of IT policies, and responsible for coordinating the activities of multiple complex IT functions. The ITM I's (Section Chief's) responsibilities span multiple disciplines involving different technical environments.

This position is in the Business Technology Management and Information Technology Project Management domains.

Duties include, but are not limited to the following:

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

30% Project Management Office and Portfolio Management (E)

Provide direction and approve policies, standards, and guidelines for DCA projects. Work with business and technology partners to ensure support and understanding of the Information Technology (IT) project management directives compliant to California Department of Technology policies. Oversee the creation and maintenance of the department project portfolio, in support of DCA's Enterprise Architecture and IT Governance. Establish and maintain project management training, mentoring, and outreach programs for DCA. Provide direction in content and quality development of efforts.

30% IT System Administration and Management (E)

Serve as IT systems Business Architect. Provide management and leadership for IT system change management and enhancement activities. Provide guidance to supervisor to ensure adherence to the change Control Board (CCB) criteria as directed by the DCA. Assist the supervisor in implementing the provisions of state rules and regulations to achieve the business objectives. Ensure staff are qualified to perform business analysis, enterprise testing, project management, and quality assurance duties. Determine skills and techniques that need improvement within the department and develop training methods and resources when necessary. Provide direction and guidance in establishing business analysis, enterprise testing, project management, quality assurance, system testing, and change management standards and processes. Provide direction in the selection of Project

Consultants to ensure all consultant staff has the required skills, knowledge, and experience.

15% Supervising Work (E)

Provide strategic direction for all project management and quality assurance activities, including contract administration, and provide technical guidance for the most complex and sensitive issues. Provide guidance to subordinate supervisors and managers in directing staff when addressing the most sensitive and complex operational and technical issues. Set priorities, distribute workload and monitor progress to ensure Section objectives are met. Ensure the OIS meets all administrative and IT mandates (Departmental and Statewide Policies and Procedures).

15% Personnel Management (E)

Maintain effective day-to-day relationships with all levels of the management and staff: as well as other agencies. Provide continuous feedback to staff on employee performance issues and take appropriate action. Manage the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure the organization's coverage and support.

10% Strategic/Organizational Planning (M)

Participate in the development and management of short and long-range plans encompassing both strategic and operational needs (AIMS, budget plans, resource acquisition, and staff allocation). Maintain an awareness of industry trends, emerging technologies, and IT best practices to meet the client needs and to ensure the highest quality services are provided. Participate in the development and implementation of policies and procedures. Perform other duties as assigned.

B. Supervision Received

The Incumbent is under the general direction of the ITM II and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA B).

C. Supervision Exercised

The Incumbent directly supervises the Business Integration Information Technology Supervisor II and PMO Staff.

D. Administrative Responsibility

As part of the management team, the incumbent is responsible for coordinating the activities of multiple complex IT functions. The responsibilities span multiple disciplines involving different technical environments. The incumbent is administratively responsible for the performance evaluations of all direct staff and keeps the Project Delivery Chief informed of the activities.

E. Personal Contacts

The incumbent has 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 may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

H. Other Information

The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical 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.

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 will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance to 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.

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.

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.

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

Revised: 12/2024