



**Classification:** Information Technology  
Supervisor II  
**Position Number:** 880-280-1404-XXX

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 24-280-038	<b>Classification Title:</b> Information Technology Supervisor II	<b>Position Number:</b> 880-280-1404-XXX
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Northern IT Services Supervisor	<b>Effective Date:</b> January 2025
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full Time	<b>CBID:</b> S01
<b>Division/Office:</b> Division of Information Technology/IT Infrastructure & Client Services Support Branch		<b>Section/Unit:</b> Remote Services/Northern IT Services
<b>Supervisor's Name:</b> Kevin Heinemann		<b>Supervisor's Classification:</b> Information Technology Manager I

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b> Brittany Liverett	<b>Date:</b> 01/23/2025

<b>General Statement</b>
Under the general direction of the Information Technology Manager I (ITM I) of the Remote Services Unit in the Infrastructure Support Branch within the Division of Information Technology (DIT) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
<b>Position Description</b>
The incumbent will function as the Northern IT Services Supervisor of staff as well as a technical working supervisor of the Northern IT Services Area. The incumbent will be responsible for the direction and coordination of staff activities as well as performing IT operational support for day-to-day activities for the Northern IT Services Area. The Northern IT Services Area is responsible for staffing, daily support, and operation of the IT Help Desks serving the Regional Water Quality Control Boards of North Coast and San Francisco Bay. This position will also assist in supporting the Division of Drinking Water's (DDW) offices in Richmond, Santa Rosa and Monterey. The incumbent will be requested to work unusual hours, weekends, or holidays, as needed, to support equipment maintenance and network operations and will be requested to travel to other regional offices and DDW field offices as necessary to provide support. The incumbent will provide services from IT domains including Business Technology Management, Client Services, and System Engineering.



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**Essential Functions (Including percentage of time):**

35%	<p>Provide IT oversight between the offices in the Northern IT Services Area. Ensure optimal cooperation in support across offices as well as ensure staff communicate effectively in order to provide the best quality and most timely customer service possible. Coordinate with the Southern and Central IT Services supervisors and DIT to plan, design, and implement communication and collaboration strategies to achieve greater customer service across all service areas. Oversee the design, analysis, and troubleshooting of their regional LANs as well as oversee the seamless integration of technology, connectivity, and policies between all offices in the Northern IT Services Area. Communicate with staff and customers to understand the issues in order to develop possible solutions and include other resources in DIT if additional support is needed. Oversee the development and management of all LAN/WAN and Internet/Intranet software development projects. Establish a process to document the projects underway in order to identify all issues and impacts on customer service. Monitor and maintain assigned region's IT Help Desks to ensure the highest quality services are provided. Propose and implement policies and procedures as well as develop monitoring standards. Collaborate with DIT on best practices for LAN Administration, IT Help Desk, Application Development, IT Security, Technical Recovery, and Web. Support and oversee installation, operation, and maintenance of the Board's communications including telecommunications, audio, and video conferencing. Ensure proper documentation is maintained on all procedures in order to facilitate support. Oversee the maintenance and allocation of equipment used by staff in the field such as smartphones, notebook and tablet computers. Maintain an inventory of equipment along with identifiable information and establish a process whereby the inventory is updated on a timely basis for changes.</p>
20%	<p>Supervise and direct the work of assigned staff and make adjustments due to changing priorities. Recruit, hire, train, and manage staff resources. Manage the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure staff is available to support the offices served by the Northern IT Services Area. Provide continuous feedback to staff on performance issues and take appropriate action to correct deficiencies. Implement progressive discipline and take corrective action when work performance problems arise. Provide regular guidance and mentoring to staff and assist with job related problems. Develop and implement methods for recognizing staff efforts and achievements. Develop staff training plans to identify training needs and developmental opportunities.</p>
15%	<p>Work independently and cooperatively with management and technical staff to identify business processes for enterprise IT projects. Ensure that team goals support the State and Regional Board's mission, vision, and goals as well as those of DIT. Become familiar with both the State and Regional Board Strategic Plans to ensure these goals are supported. Provide project status to Board management on a regular basis. Meet and confer with management and staff. Monitor project progress to ensure milestones are met and deliverables meet project objectives and requirements. Provide project work plans and project timelines to ensure project progress as well as a communication plan to address impacts on customer support.</p>



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<b>Marginal Functions (Including percentage of time):</b>	
10%	Oversee the preparation of IT procurement documents. Review orders, contracts and solicitations to verify accuracy, specifications, and terminology. Provide internal staff assistance in purchasing hardware and software based on their business needs and oversee the preparation of IT purchase requests.
10%	Explore, examine, and recommend new emerging technologies in support of the Board's mission and strategic planning activities. Identify, establish, and maintain relationships with customers to ensure effective communication takes place on business requirements, project objectives, and issues. Formulate and implement policies. Understand, interpret, and apply laws, rules, regulations, and policies to meet the service objectives of the Board.
5%	Act as liaison between customers and management in the development and implementation of information systems. Conduct informal assessment to measure customer satisfaction. Use feedback to improve service, reengineer processes, and further explore complex issues.
5%	Perform other duties as required.

**Typical Physical Conditions/Demands:**  
 The position requires extensive use of a personal computer and the ability to sit/stand at a desk for extended periods of time. Ability to lift and carry up to 50 pounds. Ability to sit for long periods of time while traveling extended distances.

**Typical Working Conditions:**  
 The incumbent works in an office building in a smoke-free environment. The work schedule is Monday through Friday as required to support core business hours. Will be required to work unusual hours including evening, weekend, and holidays in response to IT outages or when the department is mission tasked. Overnight travel may be required within the state as necessary to support job functions.

**Supervisor Statement**

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date
Kevin Heinemann		
Employee Name	Employee Signature	Date