

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

 Current Proposed

RPA NUMBER 27833	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME ETS/PAO/ES/ServiceNow	REPORTING LOCATION 707 3rd street, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Monday-Friday/8:00am to 5:00pm	POSITION NUMBER 306-072-1404-021	CBID S01
CLASS TITLE Information Technology Supervisor II	WORKING TITLE ServiceNow Supervisor	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Information Technology (IT) Manager I, the IT Supervisor II in the Department of General Services, Enterprise Technology Solutions within the Business Technology Management, Information Technology Project Management, and Software Engineering domains, manages the ServiceNow professional staff responsible for the development, implementation and support of customer solutions using DGS's enterprise cloud-based tools, in accordance with the State Administrative Manual (SAM) and DGS policy, procedures and strategic objectives.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Plans, directs, and coordinates the work of ServiceNow professional staff and customer teams by facilitating cross-functional working sessions, reviewing, approving, and monitoring project charters, scopes of work, timelines, and project deliverables utilizing project management, communication, negotiation, and leadership skills in order to meet administrative goals and project objectives, and to ensure accordance with statewide IT governance laws, policies, and guidelines.
30%	Plans, develops, manages, and monitors platform performance, coordinates with other IT teams for deployment activities, collaborates with ServiceNow users to gather feedback on performance and functionality, and works with security teams, architects, and product managers to implement requested functionality and features in a timely manner.
20%	Supervises, directs, develops, and reviews the work of subordinate ServiceNow staff by communicating unit goals and objectives, establishing performance expectations, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, maintaining adequate staffing, providing direction and information on OHR processes, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, to ensure equal employment

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	opportunities and a harassment- and discrimination-free work environment, utilizing Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws, rules and regulations.
10%	Develops and implements enterprise-wide ServiceNow policies and procedures by leveraging best practices, collaborating with ServiceNow vendors, and consulting with peers from other state agencies to ensure a continuously evolving, repeatable, and consistent approach to the development and maintenance of the ServiceNow platform.
5%	Plans, manages and monitors software license subscriptions, renewals, and staff augmentation contracts, including timely renewal, cost projections, creating statement of work and monitor performance to be in compliance with statewide IT governance laws, policies, and guidelines.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	This position is eligible for telework up to 3 days a week, in accordance with DGS's Telework Policy, and will be required to report to the office a minimum of 2 days a week. The successful candidate must reside in California upon appointment.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is eligible for telework up to 3 days a week, in accordance with DGS's Telework Policy, and will be required to report to the office a minimum of 2 days a week. The successful candidate must reside in California upon appointment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED