

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification IT Supervisor II	Working Title Software Systems Supervisor
Name of Incumbent	Position Number 280-347-1404-010
Section/Unit COTS Application Administration Group	Supervisor's Name
Division Production Services Division	Supervisor's Classification IT Manager I
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction <i>Click here to enter text.</i>
	Revision Date 2/12/2025

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input checked="" type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

Description of Position Requirements (*e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.*)

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

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

Under the general direction of the Information Technology (IT) Manager I, the IT Supervisor II will plan, organize, and direct the work of the Commercial-Off-The-Shelf (COTS) Application Administration Group (AAG) within the Production Services Division (PSD). The incumbent is responsible for the effective operations and maintenance of a portfolio of COTS and software-as-a-service (SaaS) applications. The incumbent has a thorough understanding of enterprise technologies; the software development lifecycle; project management principles; application maintenance and support processes and activities; service management best practices; and provides hands-on expertise to ensure systems are available and updated as necessary to meet business needs.

The incumbent contributes toward the growth of the Information Technology Branch (ITB) into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage
of Duties

Essential Functions

40%

Application Support

- Oversees operational activities associated with the implementation, maintenance, enhancement, and ongoing support of the EDD's COTS and SaaS solutions using application development and support services best practices.
- Collaborates with peers across all areas of IT to ensure applications are implemented, integrated, and maintained in a manner that supports optimal performance and reliability.
- Ensures routine maintenance, updates, and patching is performed at defined intervals or per approved schedule.
- Ensures incidents and service requests are addressed and resolved within service levels.
- Provides technical expertise to support the resolution of complex issues affecting the performance and/or availability of systems/applications.
- Performs or directs root cause analysis, conducts lessons learned, and implements mitigations to reduce the potential of future incidents.
- Participates or ensures appropriate representation in disaster recovery and contingency planning, tabletop exercises, and incident response.
- Participates in Technical Reviews and Release Reviews, evaluates or validates, prioritizes, and acts on the needs and requests of the business working through the enterprise IT Work Intake Process.
- Ensures technical and user documentation (e.g., configurations, administrator guides, user guides, etc.) is developed and maintained, as necessary.
- Establishes customer service strategy, sets standard and tone to create and maintain a customer-focused team.
- Develops, executes, and monitors processes and process improvements for system/application development, maintenance, and operations to ensure continuous improvement and optimal performance.
- Ensures operational success by identifying and mitigating risks, controlling changes, resolving incidents and problems, planning releases, sustaining team knowledge, performing root cause analysis and post-implementation evaluations.

25%

Personnel Management

- Supervises and coordinates the daily operations of the COTS AAG by providing direction, guidance, and leadership in accordance with associated ITB, EDD and state policies, procedures, and processes.
- Ensures processes and procedures are documented; monitors and ensures compliance.
- Schedules, assigns, and monitors work; sets priorities; ensures appropriate coverage during normal business hours and on-call support, if required.
- Fosters an environment of teamwork and collaboration and recognizes and communicates individual and team accomplishments.
- Conducts regular staff and one on one meetings to facilitate communications and mentoring.
- Recruits, hires, trains/onboards new subordinate staff, as needed and in accordance with State and EDD policies and processes.
- Identifies opportunities for and implements improvements; monitors conformance and outcomes.
- Establishes job/performance expectations; monitors performance; appraises job results; prepares and implements training plans; coaches, counsels, and disciplines employees. Communicates and provides feedback via written and verbal communications.

- Monitors work in progress and adjusts priorities as necessary to meet deadlines/commitments.
- Contributes to workforce and succession planning.

IT Administration

20%

- Establishes goals, priorities, and strategies to meet technical, operational, and service management objectives. Monitors compliance and progress; reports on outcomes.
- Develops and recommends standards and guidelines for application design, development, testing, and maintenance encompassing all phases of the System Development Life Cycle (SDLC).
- Reviews and/or develops status reports for various stakeholders related to in progress work; supports closeout of completed efforts; and ensures customer objectives are met.
- Develops and manages an application inventory in compliance with State and ITB policies and standards. Collaborates with and supports the IT Asset Management Program.
- Monitors software license usage, vendor terms and conditions, and subscription terms to ensure renewals are requested in a timely manner, license counts are appropriate, and compliance is maintained. Initiates the acquisition process or supports acquisition activities, as appropriate.
- Contributes to the development of IT governance processes; participates in governance activities
- Formulates, recommends, and supports the implementation of and compliance with IT policies, plans, processes, and standards.

Contract and Vendor Management

10%

- Monitors project and contract progress against scope, schedule, and budget.
- Identifies and documents performance or conformance issues, prepares plans to remediate and maintain.
- Reviews contractor invoices for accuracy and completeness. Resolves errors and identifies disputes. Validates contract staff and hours worked against project/status reports, as appropriate.
- Monitors burn rate, ensures appropriate utilization of resources, identifies or validates resource needs, and initiates requests for new contracts or amendments to existing agreements.
- Establishes and maintains professional working relationships with vendors that provide products and/or services necessary to ensure IT solutions meet the evolving needs of the EDD.

Percentage
of Duties

Marginal Functions

5%

Other Duties

- Collaborates with peers to support initiatives across all areas of the ITB.
 - Represents the ITB/PSD in meetings with EDD management, staff, and external partners.
 - Actively participates in team and departmental meetings, training, technology initiatives, and other assignments.
 - Serves as an active member of the PSD Management Team and may act as Section Chief in the Chief's absence.
 - Adheres to EDD policies on attendance, leave, and conduct.
 - Performs other duties as needed to support the EDD and ITB's mission and goals.
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4. WORK ENVIRONMENT (Choose all that apply from the drop-down menus)

Standing: Infrequent (7-12%) Sitting: Frequent (51-75%)
Walking: Infrequent (7-12%) Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting Pushing/Pulling: 1-25% of the time
Lifting: 1-25% of the time Bending/Stooping: 1-25%
Other: N/A
Type of Environment: a. High Rise b. Cubicle c. N/A d. N/A
Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

5. SUPERVISION

Supervision Exercised (e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)

Directly - (5) Information Technology Specialist Is

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature

Date

7. HRSD USE ONLY

Classification and Pay Group (CPG) Approval

Duties meet class specification and allocation guidelines.

CPG Analyst initials

Date approved

KV

2/12/2025

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

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Click here to enter text.

**** AFTER SIGNATURES ARE OBTAINED:**

- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**