

DUTY STATEMENT

TECH 052 (REV. 02/2018)

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 1/24/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager II		E. POSITION WORKING TITLE Senior Strategic Product Manager
F. CURRENT POSITION NUMBER 695-364-1406-XXX		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech / Platform Services / zSystems Application & Database Services / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Sher Mui, Deputy Director (CEA)
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY- FRIDAY / 8:00 AM - 5:00 PM (VARIABLE)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions Under administrative direction of the Deputy Director (CEA) of Platform Services, the zSystem Mainframe Services (MS) Information Technology Manager II (IT Mgr II) has full management responsibility for the zSystems Application and Database (zAD) teams approximately 40 technical staff members, including four subordinate managers for the California Department of Technology (CDT), Office of Technology Services (OTech). The IT Mgr II leads the Application and Database support teams within zAD, providing secure and reliable mainframe services for Executive and Constitutional State agencies to provide vital services for the citizens of California. Providing exemplary customer service and 24x7x365 in order to meet critical customer needs while providing best value to the State. Functions include: enforcement of change management, auditing, and revenue collection. Duties also include understanding statute and contract requirements while implementing executive directives and customer demands within two Tier III data centers located in Rancho Cordova and Vacaville. Oversight of service delivery, production operations, mainframe performance management and adherence to processes and procedures are critical for successful delivery of mainframe services.
% of time performing duties 30%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Plans, organizes and directs a large multidisciplinary team in all activities associated with Mainframe Services; provides oversight of service delivery including production operations, mainframe performance management and capacity tuning; ensures the security of the enterprise environment and ensures the adherence to processes and procedures for successful delivery of mainframe services to the customer. Sets the strategic direction and policy planning in alignment with the Platform Services Deputy director's strategic direction and policy planning in all areas of mainframe services.
25%	Develops Information Technology (IT) policies and guidelines for the service offerings and projects related to zAD and implements the technical infrastructure including the development and maintenance of short and long-term plans in support of the OTech Strategic and Tactical Plans. Provides leadership, guidance and support to subordinate managers.
20%	Manages the complex administrative and technical activities for the zAD, including the development of rates; development and maintenance of the zAD's annual budget; analysis of statewide bid proposals; development of project documentation required by control Agencies; and contract management. Provide oversight in acquisition of technical consulting services; recruitment and allocation of personnel resources to ensure the Information Technology Infrastructure

% of time performing duties

Library/Service Management (ITIL/SM) processes and standards are implemented. Provides direct report services to the Platform Services Deputy Director.

15%

Responsible for managing the zAD fiscal resources. Administers the budgetary plan by continually reviewing and assessing the MS's fiscal needs together with the resources, develops, and implements fiscal action to ensure an effective use of both for the zAD success

10%

Responsible for setting and communicating standards of performance for all team members of the zAD. Monitors performance of direct reports and provides ongoing coaching and feedback related to their performance. Assists individuals to identify developmental needs and ensures that development plans are defined and executed throughout the year. Ensures that Mainframe Services acquires and maintains the personnel resources with the appropriate skills and capabilities to successfully execute the strategic plans of the OTech.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

None

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI)
- Must be available to work overtime as necessary and when business needs warrant
- Must carry a mobile device/smartphone
- Must maintain consistent, predictable attendance
- Must be available to travel to the Department of Technology's headquarter and various customer locations for meetings

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Manager II will report directly to the Platform Services Deputy Director (CEA). Assignments will be made by the Platform Services Deputy Director and be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, as well as individual project reports, where appropriate. The IT Manager II will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

If the service offerings and projects are not properly managed within zSystems Services with adequate policy setting and enforcement by the IT Manager II, then the negative impact will be great. This will result in unmet customer and stakeholder expectations and damaging media attention. Budget implications include lost revenue to the OTech and loss of revenue and savings to the State

Personal Contacts:

The IT Manager II will represent the Department of Technology, Office of Technology Services and the Platform Services Deputy Director, at meetings, councils, and committees with customers, stakeholders, and control agencies. The incumbent makes regular contact with department agency heads, the Legislature, the Governor's Office, the Secretary of the Government Operations Agency, and other key stakeholders. It is imperative for branch chiefs at this level to be influential to these parties and gain their buy-in and confidence.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

The IT Manager II will be responsible for planning, budgeting, and participation in rate setting; recruiting, selecting, placement, and development of personnel; and management of vendor and consultant' contracts.

Supervision Exercised:

The IT Manager II will act as the zSystems Application and Database Chief and have full management responsibility for the Branch, which consists of four IT Manager I's and various technical staff in the Information Technology Specialist series.

Other Information

Desirable Qualifications: (List in order of importance.)

- Familiarity with the disciplines of Information Technology Infrastructure Library/Service Management (ITIU ITSM).
- Understanding of mainframe technology and infrastructure (z/OS & zLinux)
- Strong leadership skills in a complex environment with multiple competing priorities and demands.
- Effective oral and written communication skills.

Knowledge of:

- Principles, practices, and trends of public administration, including management, organization, planning, cost benefit analysis, budgeting, and project management and evaluation.
- Employee supervision, training, development, and personnel management.
- Current computer industry technology and practices.
- Principles of data processing systems design, programming, operations, and controls.
- State level policies and procedures relating to the Department of Technology, Office of Technology Services.

Ability to:

- Develop and evaluate alternatives, make decisions, and take appropriate action; establish and maintain priorities
- Identify the need for and assure the establishment of appropriate administrative procedures.
- Principles of the governmental functions and organizations at the State level, including the legislative process.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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