

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1 & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Manager I WORKING TITLE: Digital Services and Innovation Manager	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Information Technology / Enterprise Solution Services / Digital Services and Innovation Unit	POSITION NUMBER: 163-527-1405-904	CBID: M01
TENURE: Limited Term	TIME BASE: Full Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (If Applicable):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input checked="" type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1. SUPERVISION RECEIVED:
Under the general direction of the Chief Technology Officer, (Information Technology Manager II), the Information Technology Manager I, serves as the Digital Services and Innovation Manager.
2. SUPERVISION EXERCISED:
This position supervises several subordinate staff members, including those in the Information Technology Supervisor II, Information Technology Specialist I and II, and Information Technology Associate classifications.
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES):
The incumbent works in a professional office environment, in a climate-controlled area where the temperature may fluctuate, and under artificial lighting. The role requires the use of a computer, mouse, and keyboard, and involves sitting for extended periods at a computer screen. The incumbent must be able to concentrate for long periods, multitask, adapt to shifting priorities, and complete tasks or projects on short notice. Additionally, appropriate business attire is expected. This position may require travel throughout the State of California, potentially on short notice and during disaster events, to support emergency management operations and other emergency response activities.
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
The incumbent will have daily contact with a variety of individuals, including California Governor's Office of Emergency Services (Cal OES) staff, representatives from state and federal agencies (i.e., Department of Technology, Department of Finance, the Legislature, etc.), consultants, vendors, local government officials, and private non-profit organizations representatives.
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
Failure to effectively perform the duties of the position will result in the agency's inability to ensure consistency and compliance with state and federal law, regulation, policies, plans, and procedures. This could result in statewide impacts, including, but not limited to, loss of state and federal disaster assistance funding for Cal OES, other state agencies, local agencies, PNP organizations, individuals and businesses impacted by disasters, regulatory compliance, and negative audit findings for Cal OES.
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease:

When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other locations to provide assistance in emergency response and recovery activities. All staff are required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively and cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the general direction of the Chief Technology Officer, the Information Technology Manager I (ITM I), serving as the Digital Services and Innovation Manager, is responsible for planning, organizing, directing, and executing work within the Digital Services Unit. This role involves overseeing and implementing technical strategies and solutions across multiple domains. These domains may include but not limited to Business Technology Management, IT Project Management, Software Engineering and/or System Engineering. The incumbent supports key state disaster recovery programs, including Hazard Mitigation, Individual Assistance, and Public Assistance, as well as the Housing, Debris, and Debris Flow Task Forces. These responsibilities are essential to disaster recovery efforts and also contribute to the broader goals and operations of the enterprise.

The incumbent will leverage technology resources to enhance the operations of Joint Field Offices (JFOs), Disaster Recovery Centers (DRCs), and Local Assistance Centers (LACs). This involves ensuring smooth coordination among federal, state, local, tribal, nongovernmental, and other stakeholders during emergency response and recovery. To facilitate streamlined and secure technological solutions, the ITM I actively collaborate with professional in software and/or systems engineering roles. This role requires close collaboration with Cal OES programs, FEMA, and other federal, state, and local entities to enhance the customer experience and manage the lifecycle of technology products.

Key responsibilities include:

- Formulating and administering organizational-wide information technology (IT) policies and programs, establishing service levels, and directing the work of the Digital Services Unit staff, which includes providing strategic guidance to those in software and/or systems engineering roles.
- Overseeing work in areas such as Digital Information Strategy, Enterprise Architecture, Application and Web Development, Business Technology Management, and IT Project Management, with a focus on modernizing existing systems and implementing new technologies.
- Ensuring compliance with the National Incident Management System (NIMS) Incident Command System (ICS), federal, state, and local regulations, as well as industry standards related to IT services, infrastructure, and cybersecurity, with consideration of software and/or systems engineering factors.
- Serves as Project Management Office (PMO) lead for major IT initiatives within the Enterprise Solutions Services Branch during non-emergency periods.
- Oversees the deployment of modern, user-friendly digital services that deliver efficient, scalable, and seamless experiences to constituents and citizens.

(CONTINUED) JOB DESCRIPTION/GENERAL STATEMENT:

The IT Solutions Manager offers expert consultation on complex technical IT issues and provides leadership and guidance to a diverse team of IT professionals and contract staff with varying skill sets. The position requires an active understanding and experience in software and system engineering domains. This role requires a deep understanding of a broad range of activities and involves applying various unrelated processes and methods. The work demands an advanced level of organizational insight and supports innovative technical pursuits.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	<p>Emergency Response User Experience</p> <p>Directs and manages the design, optimization, and lifecycle management of Cal OES's SOC, Emergency Operations Center (EOC), and JFO technology platforms, proactively ensuring alignment with customer support best practices and industry standards to deliver intuitive, responsive, and secure systems meeting the diverse needs of emergency responders and external stakeholders both during active incidents and in preparation for future events. This leadership includes guiding a team of skilled senior user experience/user interface designers, solutions engineers, and application developers to ensure optimal platform performance. This includes establishing performance metrics to assess platform effectiveness and overseeing the implementation of continuous improvement strategies based on user feedback and operational data, as well as developing standardized platform configuration and deployment procedures to improve scalability and resilience for future emergency responses.</p> <p>Leads the development, execution, and analysis of comprehensive user research, journey mapping, and usability testing to understand the challenges and pain points of disaster assistance, recovery, and JFO users and identify opportunities to improve future emergency response operations. Manages the use of these insights to drive improvements to digital tools and services, ensuring they are accessible, and meets the evolving needs of users during critical operations. Organizes cross-functional teams, delegating research tasks, and monitoring progress against key milestones. Develops a standardized user feedback framework to continuously improve the user experience in all emergency scenarios. Implements a culture of continuous improvement, innovation, and leveraging technologies.</p> <p>Directs the formulation, analysis, and implementation of service design principles, prototyping methodologies, and feedback loops to continually improve digital tools and ensure they provide effective, timely, and user-friendly support in disaster response efforts. Develops a library of pre-designed service components that can be deployed in future emergencies. Establishes clear design standards, overseeing the prototyping process, and managing the integration of user feedback into the development cycle.</p> <p>Manages and coordinates with other IT Divisions, the Field Support Unit, and external stakeholders to address the dynamic needs of JFO, DRC, and LAC operations during activations and field support activities. Establishes strong working relationships with key personnel, facilitating effective communication and collaboration, and ensuring that all IT services are aligned with the overall disaster response strategy. Manages the delivery of IT services and develops communication plans to ensure seamless information sharing during future incidents.</p>

30%	<p>Product and Project Lifecycle Management Leads the creation and detailed design of plans and documents to secure internal and external project approvals, ensuring alignment with the department's strategic goals and FEMA's requirements. Manages and oversees the full lifecycle of response and recovery, disaster assistance, and JFO technology products, from ideation to deployment and continuous enhancement, ensuring they align with Cal OES, FEMA's systems, technology, and operational data needs.</p> <p>Defines and articulates a clear vision for modernizing and integrating technology solutions that enable faster, more effective coordination and response across diverse emergency management stakeholders, leveraging innovative technologies. Plans, develops, and documents with internal teams and external partners (e.g., FEMA, federal, state, local agency, other entity representatives, etc.) to prioritize features, manages timelines, and delivers technology solutions that enhance response and recovery capabilities.</p> <p>Directs and manages the development and deployment of scalable, secure, and user-centered digital services, ensuring software, data, and DevOps solutions are aligned with the dynamic needs of JFO operations and meet all applicable security and privacy regulations. Ensures that technology platforms supporting emergency management operations are robust, resilient, and continuously available, even under high-demand condition, and proactively identify and mitigate potential vulnerabilities through regular security audits and testing.</p>
20%	<p>Strategic Partnerships and Operational Support Works closely with other FEMA departments, government agencies, and non-governmental organizations to ensure the integration of technology systems that enhance interagency collaboration and information sharing during emergencies. Monitors technology trends in emergency management and incorporates new tools and methodologies to enhance Cal OES's ability to respond to complex and evolving crises.</p> <p>Plans and manages communication efforts to ensure all stakeholders are informed of new or updated technology tools that impact their operations, ensuring smooth adoption and effective utilization.</p> <p>Prepares recurring and non-recurring internal and external reports as required. Assists the branch in handling public inquiries and support in the planning and coordination of regional and multi-jurisdictional emergency preparedness exercises and drills as it relates to IT. When designated, represents Cal OES at meetings; serves on committees, and on scene emergency operations. Works with control agencies to comply with state administrative requirements.</p>
10%	<p>Program Leadership and Administration Provides leadership, guidance, and direction to subordinate staff and contracted personnel. Oversees program planning, performance metrics, staff evaluations, and compliance with policies, procedures, and collective bargaining agreements. Drives process documentation, monitors compliance, identifies improvement opportunities, and develops training plans for continuous learning and career growth.</p> <p>Contributes to workforce planning, budgeting, and succession planning. Fosters teamwork, communication, and information sharing. Advises stakeholders on IT trends and best practices, maintaining current knowledge of state policies and industry standards. Adheres to department policies regarding attendance, leave, and conduct.</p>
Percent of Time	MARGINAL FUNCTIONS
5%	<p>Other Job-Related Duties as Required Performs other job-related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include, but not be limited to, (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KEYING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: Stairs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals, and materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING INDOORS: Office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title