**OFFICE OF THE STATE CONTROLLER**

DUTY STATEMENT

|  |  |
| --- | --- |
| **EMPLOYEE NAME**  Vacant | **DIVISION-UNIT NAME**  Information Systems Division  Enterprise System Support (ESS) |
| **CLASSIFICATION TITLE**  Information Technology Supervisor II | **HEADQUARTERS ADDRESS**  3301 c Street  Sacramento, CA 95816 |
| **WORKING TITLE**  Supervisor | **POSITION NUMBER**  051-340-1404-003 |
| **Information Technology Domain**  Software Engineering | **EFFECTIVE DATE**  TBD |

**SECTION A: GENERAL DESCRIPTION**

Under the general direction of a Information Technology Manager I (ITM I), the Information Technology Supervisor II (ITS II) supervises the Enterprise System Support (ESS) unit, within the Enterprise System Operations and Support Section. The incumbent supervises the technical activities of ESS personnel who are responsible for supporting mainframe/Data Center enterprise system software as well as for researching, recommending the purchase of, and supporting modern enterprise software products for replacing and/or to work in conjunction with current mainframe/Data Center software. The incumbent must possess fundamental technical knowledge of mainframe operations, telecommunications, Web Administrative Services, System Security Protocols, Enterprise Engineering and Architecting, Disaster Recovery and Business Continuity Planning, OS concepts, technical tools, etc. The incumbent oversees the department/Data Center coordination and billing.

**SECTION B: ESSENTIAL FUNCTIONS**

*Candidates must have the ability to perform the following essential functions with or without reasonable accommodations*.

Percentage of

Time Spent Typical Task

|  |  |
| --- | --- |
| 40% | Plan, coordinate, direct and evaluate the activities of a complex support unit. Support Unit staff are at various Information Technology (IT) levels, and are responsible for providing on-going operational support of client-server, and mainframe systems administration for clients within the department, external entities and internal customers (other Divisions), Web Administration for the enterprise, program release management, security administration. Duties include data analysis, cleansing and conversion, code promotion, technical documentation, and customer report development in connection with the department and Data Center billing and budget, including the Service Request process. |
| 20% | Supervise staff that perform or facilitate software changes, release management, test and development environment security, legacy interfaces, software development; and mainframe system administration for the Data Center. Facilitate the department’s mainframe Disaster Recovery (DR) activities and direct the efforts of DR staff. Oversee testing functions including planning, system regression and coordination of user acceptance tests, and ensure security access to department data. Ensure systems are operational, safe, reliable, meet standards and performance measurements specific to technical and business area needs. |
| 20% | Manage/Lead special projects at the enterprise level involving migration to new technologies. Perform project management responsibilities and activities using the department project management methodology and practices. Research, test, and recommend new technology. Maintain an awareness of client-server, Internet systems and trends specific to existing and emerging technology. |
| 20% | Perform supervisory responsibilities specific to staff recruitment, performance, evaluation, training, and management reporting. Prepare duty statements and training plans according to the department standards. Ensure timely completion of Reports of Probation (ROP), annual Individual Development Plans (IDP), and Promotion Readiness (PRE) reports and provide periodic feedback to staff pertaining to work performance and areas for improvement. Prepare management reports on services and statistics |

**SECTION C: NON-ESSENTIAL FUNCTIONS**

|  |  |
| --- | --- |
| % | NONE |

**SECTION D: ADA REQUIREMENT**

Alternative will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

**SECTION E: KNOWLEDGE, SKILLS AND ABILITIES**

* Knowledge of Information Technology Infrastructure Library (ITIL) framework and Information Technology Service Management (ITSM) processes and procedures.
* Knowledge of the State's IT policies, processes, practices, and direction for the effective and efficient delivery of infrastructure services.
* Knowledge of information technology infrastructure concepts, practices, methods, and principles, security, and has a demonstrated ability to apply this knowledge to the organization.
* Knowledge of state IT security requirements.
* Knowledge of strategic planning and workforce development strategies.
* Knowledge of state budget processes.
* Knowledge of IT systems (software) programming, equipment and, and its capabilities between hardware and software.
* Knowledge of requirements for installation and implementation of the most complex IT software systems.
* Knowledge of workforce development strategies.
* Strong leadership skills.
* Excellent collaboration and customer service skills.
* Excellent skills in presenting complex technology information to non-IT staff.
* Excellent communication both written and verbal, analytical and decision-making capabilities.
* Ability to facilitate innovation within the organization.
* Ability to prepare thorough and accurate documentation, reports, and presentation materials.
* Ability to exercise a high degree of initiative, independence of action, and originality.
* Ability to work well under pressure, meet deadlines, and adapt to changing priorities.
* Ability to write complex programs and develop detailed program specifications.
* Ability to analyze data and situations, reason logically and creatively, identify problems and draw valid conclusions and develop effective solutions.
* Ability to develop and maintain effective and cooperative working relationships.
* Ability to direct and establish procedures to improve processes.
* Prepare comprehensive and accurate documentation, reports, and presentation materials.

**SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)**

The IT Supervisor II receives general direction from the Section Chief, Enterprise Systems Operations and Support. This position operates independently on most technical support issues within the unit and manages the responsibilities by exercising good judgement in providing assistance, consultation, direction, and communication to executive management, staff, and the vendor community. Decisions and recommendations made have serious impact to SCO IT systems and services. Consequences of poor decision, judgement, or advice may have a negative or serious impact to the organization, which may impede the constitutional responsibility of the Controller.

The incumbent is responsible for managing $10M+ annual budget for SCO Data Center services. Decisions made impact the stability and integrity of the software/hardware infrastructure on SY3 at the Data Center where the SCO mission critical Financial and Payroll systems and applications are hosted.

**SECTION G: PERSONAL CONTACT**

The incumbent may independently confer with all levels of management in the department on a daily basis. The IT Supervisor II will also work with vendors, contractors, peers, internal and external customers, state departments and agencies including the consult of California Department of Technology (CDT).

**SECTION H: WORK ENVIRONMENT**

The incumbent will work in a multi-story climate-controlled office under artificial lighting.  Travel to customer locations, primarily in Sacramento County, will occur on a regular basis.  When traveling, the incumbent may be subject to the elements of the destination.  The incumbent is expected to adhere to a consistent work schedule averaging 40 hours per week. The incumbent may be required to work outside of normal business hours and is required to carry a mobile communications device.

**SECTION I: PHYSICAL REQUIREMENTS**

Any lifting, moving, keying, etc. required for this position.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Check the frequency of activity required of the employee to perform the job | | | | |
| Activity  (Hours per day) | Never  (0 Hours) | Occasionally  (up to 3 hours) | Frequently  (3 to 6 hours) | Constantly  (6 to 8 hours) |
| Sitting |  |  |  | X |
| Walking |  | X |  |  |
| Standing |  | X |  |  |
| Bending (neck/waist) |  | X |  |  |
| Squatting |  | X |  |  |
| Climbing | X |  |  |  |
| Kneeling | X |  |  |  |
| Crawling | X |  |  |  |
| Twisting (neck/waist) |  |  | X |  |
| Is repetitive use of hand(s) required? |  |  |  | X |
| Simple Grasping (R or L) |  | X |  |  |
| Power Grasping (R or L) | X |  |  |  |
| Fine Manipulation (R or L) | X |  |  |  |
| Pushing/Pulling (R or L) | X |  |  |  |
| Reaching (above/below shoulder level) |  |  | X |  |
| Lifting/Carrying | The IT Supervisor II may occasionally be required to lift and carry items weighing up to 10 pounds unassisted such as laptops, boxes of computer paper and binders/folders. | | | |

**SECTION J: SIGNATURE**

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date

I have discussed and provided a copy of this duty statement to the employee named above.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature Date