

**DUTY STATEMENT**

ASD 045 (REV. 03/2024)

<b>Type of Duty Statement:</b> Current & Proposed	<b>Revision Date:</b> 03/03/2025
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1. Position Information			
<b>A. Employee Name:</b>			
<b>B. Position Number:</b>	<b>C. CBID:</b>	<b>D. WWG:</b>	<b>E. Effective Date:</b>
817-436-1405-001	M01	E	
<b>F. Classification Title:</b>		<b>G. Working Title:</b>	
Information Technology Manager I		Release Management Manager	
<b>H. Division:</b>	<b>I. Branch/Section/Unit:</b>		
Technology Services	Applications Development & Testing Branch / Release Management		
2. POSITION REQUIREMENTS			
<b>Special Requirement:</b> <i>Check All that Apply</i>			
<input type="checkbox"/> Bilingual Fluency (Non-English Language) - Specify Below <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Other - Specify Below			
<b>A. Special Requirements Description, as applicable:</b>			
N/A			
<b>B. Conflict of Interest Required (Gov. Code 87300, et seq.)?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
This position is designated under the Conflict-of-Interest Code. This 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. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.			
3. SUPERVISION			
<b>A. Supervision Received:</b>			
The incumbent reports directly to the Information Technology Manager II in the Applications Development & Testing Branch.			
<b>B. Supervision Exercised:</b>			
The incumbent supervises Information Technology (IT) staff at various levels in the Release Management Section and Release Planning Unit.			

**4. DUTIES AND RESPONSIBILITIES OF THE POSITION**

**CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS**

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

**GENERAL STATEMENT**

This is the managerial level. Under general direction of the Information Technology Manager II (ITM II), the Information Technology Manager I (ITM I) has full supervisory and oversight responsibility for the Release Management Section, Applications Development & Testing Branch, within the Technology Services Division (TSD). The incumbent supports the software development process that supports several applications for the Department of Child Support Services (DCSS) and Local Child Support Agencies (LCSAs).

<b>A. Percentage of Time Performing Duties</b>	<b>B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).</b>
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**ESSENTIAL FUNCTIONS**

<b>IT Domain:</b> <i>Check All That Apply</i>	<b>FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY</b> <input checked="" type="checkbox"/> Business Technology Mgmt. <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> IT Project Mgmt. <input checked="" type="checkbox"/> System Engineering <input checked="" type="checkbox"/> Information Security <input checked="" type="checkbox"/> Client Services
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<p>40 %</p>	<p><b>Leadership and Strategic Planning:</b>            Lead and supervise Release Management staff utilizing the Agile mindset to foster and implement the Agile culture to the Software Development Lifecycle (SDLC) process, tools, and working environment to continually improve services to DCSS customers. Perform strategic planning and visioning to modernize and find ways to reduce waste. Define success factors for Release Management so the team understands expectations and can map work to these success factors. Set direction and establish priorities that align to the DCSS Strategic Plan, develop a communications plan, communicate this plan, and collaborate with your team on a consistent basis to achieve goals. Develop an individual leadership plan that includes how you will share information, build trusting relationships, and empower your team to take initiative and make decisions to solve problems and improve service and performance.</p> <p><b>Workload Analysis:</b>            Perform analysis on processes, workload, operational services, customer relations, and communicate with staff using project retrospectives to identify issues, problems, or opportunities and encourage honest dialogue and accountability.</p>
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<p>20 %</p>	<p><b>Research and Apply Standards:</b>  Perform research related to technology trends and best practices to keep yourself current on release management, planning and DCSS Agile processes to engage in honest conversations and teach team members the benefits of being Agile to meet customer expectations. Suggest enhancements to the DCSS Agile processes and collaborate with the Agile Center of Excellence (COE) to achieve an efficient SDLC. Develop a culture that welcomes the concept of inspect and adapt by being prepared and attending workload status, team mapping and other leadership/process meetings.</p> <p><b>Tool Application:</b>  Use the software development tracking tools, such as Rally and Service Now, to become proficient and track workload movement to ensure Release Management is meeting workload demands.</p> <p><b>Leadership:</b>  Coach your staff on release management and planning services as well as Agile and SDLC trends to improve services to our customers.</p>
<p>20 %</p>	<p><b>Project Management:</b>  Direct and/or manage the development and implementation of IT projects, applications, and services to achieve DCSS goals and business initiatives. Guide the development and elaboration of plans and artifacts to obtain internal and external project approval. Assist with metric collection and project portfolio analysis, and project risk analysis to identify the qualitative and quantitative impact to the project so appropriate steps can be taken to mitigate them.</p> <p><b>Workload Management:</b>  Improve workflow and maximize the Release Management team's efficiency by developing an approach document, working with peers and others to gather metrics, and develop and implement release management strategies for improvements to support successful designs.</p> <p><b>Customer Service:</b>  Provide excellent customer service, communicate effectively (orally and in writing) and interact with diverse technical and non-technical groups to support DCSS systems using an enthusiastic and invigorating approach.</p>

15 %	<p>Resource and Performance Management:</p> <p>Assess staff resource needs and ensure training and resources are provided to effectively implement DCSS software application releases. Conduct periodic workload reviews in Rally and Service Now tools and collaborate with staff to ensure staff understand and meet workload expectations. When necessary, communicate corrective action plans with staff to ensure workload expectations are being met. Establish staff expectations document and empower staff to become proficient in impediment resolution and self-organization by working collaboratively to adhere to Agile disciplines, DCSS vision, and IT industry standards to meet DCSS initiatives. Direct staff when issues arise that the individual or team cannot solve on their own.</p>
0 %	N/A

**MARGINAL FUNCTIONS**

5 %	Represent Applications Development & Testing Branch on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings, and serve as back-up for peers and the ITM II. Invest in personal development and growth to maintain managerial level knowledge in the information technology field with emphasis on services.
100 %	<b>TOTAL</b>

**5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS**

**Office Centered**

Incumbent’s workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

**Remote Centered**

Incumbent’s workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

**6. OTHER RESPONSIBILITIES**

**A. Independence of Action and Consequences:**

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support Program and the children of California.

**B. Personal Contacts:**

The incumbent has contact with departmental managers, supervisors, DCSS, State and LCSA staff, other governmental agencies, contractors, interface partners, and vendors to communicate general, confidential, sensitive, technical, and informative information.

**C. Administrative Responsibilities (Supervisory/Managerial Class Only):**

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

**7. Acknowledgements**

**A. Employee's Acknowledgement:** I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation:  Yes  No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

<b>Employee's Name (Print):</b>	
<b>Employee's Signature:</b>	
<b>Date:</b>	

**B. Supervisor's Acknowledgment:** I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

<b>Supervisor's Name (Print):</b>	
<b>Supervisor's Signature:</b>	
<b>Date:</b>	