

DUTY STATEMENT

TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)

23-319 **PROPOSED**

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	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Supervisor I		E. POSITION WORKING TITLE IT Supervisor I
F. CURRENT POSITION NUMBER 695-242-4800-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-242-1403-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administrative Services/Facility & Administrative Services		I. SUPERVISOR NAME AND CLASSIFICATION Staff Services Manager III
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY, 8AM-5PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" 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).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the direction of the Staff Services Manager III (SSM III) of Facility and Administrative Services, the Information Technology Supervisor I (IT Sup I) is responsible to train, supervise, and lead the California Department of Technology (CDT) Physical Security and Facility Technical Support staff in providing a high-level of service and accountability within these programs.</p> <p>The IT Sup I will oversee a variety of facility technical support activities, including those associated with the management and oversight of the CDT building engineering services contract, physical security infrastructure configuration, and software asset management roles and responsibilities.</p>
<p>% of time performing duties</p> <p>30%</p>	<p>Essential Functions</p> <p>Manage the California Department of Technology's Technical Facility Support Services</p> <p>Lead teams in identifying and resolving complex technical facility issues and management of the inventory of software in accordance with the Department's Software management Plan (SMP). This includes development of the Software Asset Management inventory listing; maintenance of a baseline inventory of all software residing within the California Technology Agency to serve as the foundation for the SMP.</p> <p>Oversee the management of the Department's Software Management Plan (SMP).</p> <ul style="list-style-type: none"> • Ensure the Development, implementation, and monitoring of departmental systems, processes, procedures, and practices that govern the SMP. • Ensure compliance with established plans, schedules, and directives. • Assist the SSM III in the preparation of recommendations and reports to executive management and control agencies. • Work with CDT technical subject matter experts to develop and maintain a list of software approved for purchase within the Department. • Utilize IT knowledge to advise management in such areas as proper software utilization, licensing requirements, and illegal software usage. • Interact closely with ServiceNow workgroups and program management. • Supervise staff responsible for compliance with established plans, schedules, and directives. • Ensure notification to Division and Branch Chiefs of non-compliant software installed in the areas under their supervision.

30%

Manage the California Department of Technology's Physical Security Program

Oversight of all integrated security systems, upgrades and changes as well as provide technical support to staff. Oversee the design, maintenance and future planning of the California Department of Technology's data center infrastructure and other assets.

Oversee the technical design and implementation of the CDT's 24/7 Mission Critical Security and Event Management system.

- Give direction to CDT's security analyst and oversee the daily security activities.
- Assure system and functional training is provided to the security guard staff.
- Supervise staff responsible for the maintenance and installation of all building access controls and other security equipment, including software, badge readers, cameras, locking mechanisms, intercom systems and communication devices.
- Oversee the implementation of new access control technologies including but not limited to Biometric, IR (infrared), and facial recognition technologies. Oversee facility incidents and security events; assure proper response, documentation, and communication transpires.
- Coordinate all programming and software maintenance required on the C-Cure 9000 building access control system, including continuous administration of both the primary C-Cure server at Gold Camp and the redundant server located at Vacaville (SCIF) data center.
- Oversee and coordinate security related projects and activities with other personnel or departments.
- Manage and oversee all aspects of the technical design, and administration of all applications and servers running in the Office of Technology Services' (OTech's) VMware and public cloud virtual server environments.
- Oversee the programming and configuration of the department's visitor access and badge access applications.
- Responsible for the troubleshooting of all technical issues related to the security hardware and software.
- Supervise staff responsible for the research and prepare reports and document security-related issues.

20%

Manage and direct the Building Engineering and Support Services activities.

The IT Sup I will also oversee a variety of facility services activities, including those associated with the management of the CDT's building engineering services contract, which supports the Department's mission critical data center infrastructure.

- Coordinate with Contractors and staff in the daily, weekly monthly, quarterly and annual activities required to maintain the Department's critical and complex environmental infrastructure.
- Oversee the development of contract specifications and the building engineering contract renewal process.
- Oversee the acquisition, production, and maintenance of AutoCAD files, computer room drawings, contractor supplied "as-built" drawings, and other related official files.
- Ensure the maintenance of documentation required to manage the electrical and power cable connectivity of the raised floor environment to support the Department's computing infrastructure.
- Supervise staff in the Department's efforts to obtain and maintain Energy Star and Leadership in Energy and Environmental Design (LEED) certifications.
- Work with staff to formulate, analyze and recommend new energy efficient and alternative power and cooling technologies into the Department's computing facilities.
- Supervise staff managing projects to facilitate and coordinate all activities between building engineering, contractor staff, related sub-contractors, impacted Department technical program personnel, and their requesting customers associated with work orders and purchase orders under the terms of the contractual agreements.

15%

Perform day-to-day supervisory activities.

- Develop plans to accomplish unit goals and objectives in accordance with organizational mission and strategic plan.
- Develop and update duty statements for unit employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy, taking corrective or disciplinary action as necessary.

- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established CDT's administrative processes and procedures, and collective bargaining agreements.
- Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and department and agency protocols.
- Encourage team building, facilitate cross training and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to employees.

Project Management

- Track facility project timelines and ensure the most critical deadlines are met.

Marginal Functions

5%

As necessary, may be required to provide back-up for other Facility and Administrative Services Staff Services Managers.

Work Environment Requirements

- Professional office environment business dress.
- Work full-time Monday through Friday, onsite at any of the campuses.
- Must carry and respond to mobile phone and work from state provided laptop.
- Local travel to other departmental campuses, customer sites, or to meetings.
- May be required to work nights and weekends during critical maintenance windows, outages impacting any of the facilities, scheduled facility projects, or during an emergency.
- Maintain courteous and professional demeanor in dealing with customers and staff while resolving problems as expeditiously as possible.

Allocation Factors

Supervision Received:

The IT Supervisor I receives direction from the Staff Services Manager III. The incumbent works independently and progress will be reported and monitored on a weekly basis for issues requiring management attention, additional or clarifying directions, and a review of completed staff work.

Actions and Consequences:

The incumbent must have a thorough understanding of the responsibilities and duties of the units and also a broad understanding of the mission and goals of the Department. Unfavorable judgment, inadequate attention paid to, or improper execution of duties would result in costly delays in meeting agency service goals. Decisions and recommendations made by the incumbent could have a serious economic impact on the Department, our customers, or the public.

Personal Contacts:

The incumbent works closely with Department management and technical staff as well as staff from customer departments, Department of General Services, and numerous vendors.

Administrative and Supervisory Responsibilities:

Supervisor responsibilities of the units, the maintenance of effective policies and procedures and organizational structure and staffing. The IT Supervisor I is also an advisor to the Facility and Administrative Services SSM II & III, and the Chief Administrative Officer of the Office of Administrative Services.

Supervision Exercised:

The IT Sup I supervise IT Associates. Retains supervisory drop-files and prepares all staff-related documentation.

Other Information

- Knowledge of a wide spectrum of site security and program services.
- Effective management and interpersonal skills are essential to manage security guard staff.
- Must be able to provide accurate information in very short critical timeframes.
- Ability to accurately prioritize multiple critical deadlines.
- Ability to manage staff located at multiple sites.

Desirable Qualifications:

- Strong analytical and problem-solving skills.
- Possess skills to successfully manage the work of contracted staff working 24/7.
- Strong organizational skills.
- Ability to respond to urgent issues immediately.
- Ability to maintain effective working relationships with technical staff, management, and contractors.
- Ability to work successfully under pressure.
- Excellent oral, written, and interpersonal communication skills.
- Excellent customer service skills.

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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