

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 4/11/2024	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Supervisor II		E. POSITION WORKING TITLE Supervisor / Workforce Development & Training
F. CURRENT POSITION NUMBER 695-561-1404-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Professional Development / Workforce Development & Training / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Michael Todd, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY - FRIDAY 8:00 - 5:00 PM	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 checked="" 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 general direction of the Information Technology Manager I (IT Mgr I), Office of Professional Development (OPD), the Information Technology Supervisor II (IT Sup II) is directly responsible for the staff and operational management of the Statewide Leadership Development Programs and Workforce Development and Training Education Center (TEC) for the California Department of Technology (CDT).</p>
% of time performing duties	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%)</p> <p>Staff Management</p> <ul style="list-style-type: none"> Interact daily with staff and is the first line of management for items that require management escalation and/or management involvement; gives direction on daily tasks that are required for optimal and continuous operational activities for the TEC. Manage daily workload and activities; prioritize workload based on needs from Executive staff or current and upcoming deadlines; utilize Kanban methodology and leads daily stand-up meetings in an agile work environment. Develop and update/maintain duty statements to establish performance expectations and other work requirements; complete individual development and training plans annually, conduct annual performance appraisals and probationary reports on a timely basis; manage performance management activities including adherence to the State's progressive discipline policy. Make informed and defensible administrative and personnel management decisions in accordance with department and State policies, employment related laws, civil service rules, department policies and processes, and collective bargaining agreements. Ensure subordinate employees comply with all departmental policies, standard office operating procedures, and department and agency protocols. Foster methods of creative decision-making and problem solving and provide continuous feedback to employees. Advocate team building; facilitate cross training and workforce/succession planning; promote a positive climate for change; implement motivation techniques; apply a solution-oriented management style that respects, encourages, includes, and promotes the interests of subordinate staff. <p>Statewide Training Center Operations</p> <ul style="list-style-type: none"> Directly responsible for oversight of all training center business operations, functions, processes and activities to ensure business is running efficiently. Manages the OPD budget and a highly detailed internal fiscal reporting structure to enable a self-supporting operation.
50%	
30%	

% of time performing duties

- Leads staff and ensures duties are being conducted timely related to class rate development, contract management, publication, promotion, registration, facility/equipment maintenance, vendor and public interface.
- Implements advanced business practices and marketing strategies to ensure efficiency and effectiveness in a highly complex Information Technology (IT) training environment. Interacts with high level government and private sector executives.
- Assists with developing, maintaining and continually evolving current and relevant training services both on-site and through the statewide e-learning program.
- Leads development of annual projections on course offerings and associated revenue estimates
- Implement advanced business practices to ensure operations are managed efficiently while applying appropriate flexibility to support agility and continual evolution
- Leads staff in working with various state entities to perform assessment, gap analysis and develop training programs to bridge the gaps on an ongoing basis.
- Works closely with staff and the IT Mgr I to propose changes to courses offered via the CDT course catalog; these course suggestions shall be made by collecting data from various entities across the state to determine the state's most urgent and emerging training needs.

Statewide Leadership Academies and Workforce Development

20%

- Assist with the design, development and delivery of training and educational programs to expand leadership capabilities statewide. Focus areas include, but are not limited to, IT Leadership, Project Management, Digital Services, and Information Security.
- Audit, analyze and develop performance metrics to measure and report progress in the workforce development space.
- Identify leadership and technical training needs of external organizations, conduct annual forecasting, implement and continuously evolve programs and training to meet identified needs.
- Assist in the management of an OPD framework, in partnership with internal leadership and external vendors, to guide development of customized training and programs that address core capabilities and ensure California specific elements required by State IT Policy are incorporated.
- Lead the development of, and ensure timely submission and/or execution of, departmental workforce deliverables such as the annual CDT Workforce plan, CDT Mentorship Program and Employee Engagement initiative.
- Assist in all contract management activities for OPD including procurement development, partnering with internal and external staff on requirements, negotiations, evaluations, award, contract and vendor management to ensure resources are in place and needs are met to support OPD business operations.
- Participate and/or assist leadership with creating focus groups, communities of interest and workgroups related to advancing and/or evolving academy and training needs.
- Assist in professional development initiatives through participating on advisory boards, public speaking engagements and other marketing activities.
- Assist staff in developing and managing strategic approach to OPD graphic and video services
- Assist in OPD to continually evolve communication strategies in support of advancing training and workforce development initiatives
- Assist with the promotion of OPD services to high-level government and private sector executives.

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

Other Related Duties

- None

Work Environment Requirements

- Requires use of a personal computer, custom applications and training tools
- Must be willing to work overtime as necessary to ensure deadlines are met
- This position primarily teleworks in a productive home office environment.
- Must be able to physically report to work in the designated CDT Office (PG-1 in Rancho Cordova) when work dictates or as directed by the IT Mgr I, Deputy Director of OPD or any other CDT executive as needed. Management will endeavor to give prior notice if needed in the office.
- Travel between CDT locations and partnering organizations may be necessary
- Requires professional conduct and attire, as defined in CDT attire guidelines, as all OPD staff interact with internal and external management/executives as well as the public.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Supervisor II receives general direction from the OPD IT Manager I in terms of broadly defined missions or functions. Independently plans, designs, and executes programs, studies, and other work.

Actions and Consequences:

The IT Sup II must be able to work independently to make decisions, solve problems, define, manage and prioritize deliverables and timelines to meet deadlines and provide recommendations on various aspects of training and workforce planning, continually evolve the business and adapt to changes to meet the needs of the California Department of Technology. Failure to adequately do so would result in direct impact to CDT's ability to provide quality technology training and workforce development services internally and to external partner organizations.

Personal Contacts:

The IT Sup II has frequent and regular contact with staff, supervisors, managers, and executive staff to provide consultation regarding the Department's external workforce planning activities. Participates with executive management in strategic planning forums. Must have the ability to conduct themselves in a professional and courteous manner to gain the confidence and cooperation of management and departmental employees in order to establish and maintain good working relationships both inside and outside of OPD. Models the way in representing OPD as the center of excellence who promotes the value of investment in personal and professional growth across the organization. Networks with other departmental Workforce Planning Officers in discussions on best practices as well as share and/or leverage strategies that have been proven internally or within in partner organizations.

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

The IT Sup II is responsible for monitoring program goals and personnel management and development activities and will participate in the planning and budgeting process and assume administrative responsibilities for the External Workforce Development and Custom Training within OPD.

Supervision Exercised:

The IT Sup II has direct management/supervisory responsibilities for all OPD rank and file staff and provides administrative direction on assignments.

Other Information

N/A

Desirable Qualifications: (List in order of importance.)

- Experience with management of state staff
- Ability to execute effective presentations to all levels of staff, managers and executives.
- Ability to successfully interact with high level executives in the development of strategic plans and initiatives related to training and workforce planning and program areas.
- Strong interpersonal, communication and writing skills.
- Comprehensive experience in leadership development, program management, training delivery and resource allocation.
- Understanding of current IT industry and governmental best practices.

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