DUTY STATEMENT

Employee Name:	Position Number: 580-151-1404-031
Classification: Information Technology Supervisor II (System Engineering)	Tenure/Time Base: Permanent/Full Time
Working Title: Application Support Unit Chief	Work Location: 1616 Capitol Avenue, Sacramento, CA 95814
Collective Bargaining Unit: S01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Technology Services Branch/ Informatics Data Exchange & Applications Section/ Application Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource's Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health's CDPH mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

Under the general direction of the Information Technology Manager I, Chief of the Informatics Data Exchange & Applications Section (IDEAS), the Information Technology Supervisor II (IT Sup II)

functions as a technical subject matter expert who manages, provides leadership, and technical direction to multi-disciplinary staff supporting IT systems. As a hands-on, working supervisor of the Application Support Unit (ASU), the IT Sup II works with staff to support and maintain mission-critical applications and systems. The IT Sup II produces and supports timely, high-quality information technology (IT) products while exercising a high degree of independence and proficiency in troubleshooting, problem solving, and handling and resolving the most challenging and difficult IT operation issues that are time sensitive and both publicly and politically visible in order to align with the ITSD mission to deliver successful technology systems and services that advance the missions of CDPH public health programs.

The IT Sup II completes work that is routinely performed in coordination, consideration, and consultation of external and internal business partners and control agencies including program directorates, the California Department of Technology (CDT), Health and Human Services Agency, local agencies, local health departments, vendor consultants, federal partners, and other CDPH IT personnel.

The IT Sup II performs duties within the Business Technology Management, Software Engineering, Systems Engineering, Information Security Engineering, Information Technology Project Management, and Client Services domains.

Special Requirements

☒ Conflict of Interest (COI)

☐ Background Check and/or Fingerprinting Clearance

☐ Medical Clearance

☐ Travel:

☐ Bilingual: Pass a State written and/or verbal proficiency exam in

☐ License/Certification:

☒ Other: Staff may be required to work outside of work hours as needed.

Essential Functions (including percentage of time)

30% Provides daily supervision and guidance to multi-disciplinary staff, including state staff and vendors/contractors that may include, but is not limited to, working with program personnel to obtain business requirements and identify technology solutions to meet business needs while managing the expectations of the customers; leading joint application development sessions with teams; allocating and prioritizing resources in response to customer requests for IT services; liaising and gaining approvals from the ITSD Change Control Committee; providing technical consultation with the Information Security Office; and conducting meetings to ensure products meet programmatic and technical requirements and adhere to industry best practices.

Directs, plans, organizes, and prioritizes the daily and long-term activities of the unit while providing leadership, supervision, and guidance. Establishes standards and trainings to further develop the unit's collective skills; performs hiring duties and recruits top talent; writes and administers individual development plans (IDP's); prepares reports for performance to include employee development appraisals; approves timesheets and travel claims; and as necessary, provides corrective and disciplinary actions in coordination with HRD. Acts on behalf of the ITM I, when required.

30% Leads and facilitates the development, implementation, maintenance, and operation of CDPH's

complex application, database, reporting and dashboarding, and infrastructure architecture across multiple platforms and environments. Serves as developer and subject matter expert on the coding, design, modification, installation, evaluation, and maintenance of computer software. Provides control, direction, and decision-making regarding CDPH's systems and issues in support of CDPH's strategic planning and goals. Performs system analysis and designs for new development and/or modifications to existing applications, databases, reporting and dashboarding, and the infrastructure that supports them. Designs data models, analyzes database design proposals, sets up, supports, and maintains processes, and reviews and approves changes to databases in compliance with CDPH standards. Performs research on new sophisticated IT technologies. Monitors developments and trends in application, database and infrastructure hardware/software, and the general IT industry. Provides formal advice of new hardware/software products, patches, and their functionality to CDPH.

15% Participates as a supervisory member on various departmental IT committees and workgroups including executive boards, steering committees, leadership, change control boards, and project meetings providing technical advice, support, and input. Prepares and presents information to articulate project status, challenges, issues, risks, and recommends solutions, action, and response. Maintains active communication channels and updates with senior and executive management, technical leadership, program partners, unit personnel, and other internal and external stakeholders. Monitors and actively engages and responds to production-related communication, outages, and messages.

10% Participates in IT contract and procurement activities by serving as a technical representative on acquisition teams. Drafts, reviews, evaluates, and approves project and system Request for Proposal (RFP) technical requirements. Participates in negotiations, ensuring the state technology and business interests are met. Reviews contract scope of work and deliverable language and ensures alignment with IT standards relating to security, application development, and architecture. Reviews and approves project documentation, work order authorizations, change order requests, purchase orders, and invoices for software, hardware, and IT services ensuring compliance with department standards.

10% Develops, reviews, and approves IT policies, standards, and operating procedures to ensure the operational needs of the unit are met. Responds to IT and security audits.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: EH
Date: 11/8/23