## Department of Consumer Affairs

### Position Duty Statement

HR-041 (new 7/15)

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| **Classification Title**  Information Technology Supervisor II | **Board/Bureau/Division**  Bureau of Automotive Repair (BAR) |
| **Working Title**  Information Technology Supervisor | **Office/Unit/Section / Geographic Location**  Technology Services Branch/Business Technology Management/Rancho Cordova |
| **Position Number**  646-121-1404-XXX | **Name and Effective Date** |

**General Statement:** Under the general direction of the Information Technology Manager I, the Information Technology Supervisor II supervises the Business Technology Management Unit staff responsible for the management of IT resources according to BAR’s priorities and needs including activities such as IT policy and program development, IT portfolio management, IT budgeting and procurement, service performance management, process reengineering, business analysis, research and development, strategic planning, digital service user experience engagement, content design, and product and delivery strategy.

1. Specific Assignments [Essential (E) / Marginal (M) Functions]

**65% (E) Direct and supervise the staff and workload of the Business Technology Management Unit in the Technology Services Branch**

* Direct staff in the analysis, development and documentation of business processes utilizing industry best practices and standard methodologies (10%)
* Develop and maintain asset management plan. Direct staff in tracking, monitoring, and auditing IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations (15%)
* Develop procurement solicitation documentation to procure IT goods and services for BAR Headquarters and Field Offices (15%)
* Apply industry standards, principles, methods, and techniques to manage a project through all phases of the Project Management and System Development Life Cycles (15%)
* Implement policies, procedures, guidelines and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes (10%)

**25% (E) Act as technology project manager and technology sponsor for existing and new technology projects for BAR**

Act as the technology project manager and primary contact for low complexity projects and initiatives involving BAR’s IT infrastructure. Advise management on the implementation of technology solutions that are critical to BAR’s mission. Document findings of studies and prepare recommendations for implementation of new IT systems, procedures, or organizational changes. Establish and execute project communication plans. Provide leadership, guidance, training, and support to project team members on the use of project and portfolio management methodologies, tools and methods. Direct or coordinate duties, responsibilities, and spans of authority to project personnel.

**10% (M) Policies and Procedures**

Provide guidance in the implementation of applicable software, hardware, and network policies and procedures. Attend planning and staff meetings, make presentations and perform other related duties.

**B. Supervision Received**

The incumbent receives general direction from the IT Manager I with assignments in terms of broadly defined missions or functions. Independently plans, designs, and executes programs, studies, and other work. If the work should be reviewed, the review concerns such matters as fulfillment of program objectives, effect on the overall program, or the contribution to the advancement of technology. Recommendations for new project and alteration of objectives are usually evaluated for consideration of fund or other resources availability and broad program goals or priorities.

**C. Supervision Exercised**

The incumbent supervises subordinate IT analytical staff responsible for full-range IT support duties and journey-level/semi-professional technical staff in the BAR’s Business Technology Management Unit. Provides general direction on assignments in terms of broadly defined missions or functions.

1. **Administrative Responsibility**

The incumbent is responsible for monitoring program goals and personnel management and development activities.

**E. Personal Contacts**

. The incumbent will have contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of IT issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.

**F. Actions and Consequences**

The incumbent will be required to make independent decisions that affect BAR’s IT service, which ultimately impacts BAR’s ability to service consumers and licensees. Errors may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

1. **Functional Requirements**

The incumbent works in an office setting with artificial light and temperature control and uses a personal computer, telephone, fax machine, copier, and other office equipment.

**H. Other Information**

This position requires working independently, good work ethics, diplomacy, excellent leadership communication, interpersonal and writing skills, analytical and problem solving skills and attention to detail.

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year, and may be required to work specified hours based on the business needs of the office.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (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 discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

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Printed Name

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

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Supervisor Signature Date

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Printed Name

Revised: 5/2018