



DUTY STATEMENT

 CURRENT

 PROPOSED

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Revision Date: 10/5/2018

1. POSITION INFORMATION		
A. Position Number:	B. Classification Title:	C. CBID:
817-422-1405-002	Information Technology Manager I (ITM I)	MO1
D. Division:	E. Branch/Section/Unit:	F. WWG:
Technology Services (TSD)	Infrastructure and Operations (IOB)/ Network Operations Section	E
G. Working Title:	H. Employee Name:	I. Effective Date:
Network Operations Section Manager	Vacant	Click or tap to enter a date.
2. POSITION REQUIREMENTS		
A. Special Requirements: <i>Check All That Applies</i>		
<input checked="" type="checkbox"/> Physical Requirements (Attach HSS 465-A) <input checked="" type="checkbox"/> Background Investigation Requirements <input type="checkbox"/> Bilingual Fluency (Non-English Language) – Specify Below <input type="checkbox"/> Other – Specify Below		
B. Special Requirements Description, as applicable:		
C. Conflict of Interest Required (Gov. Code 37300, et seq.)? <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		
A. Supervision Received:		
The incumbent reports directly to the Branch Chief, an IT Manager II (ITM II), in the IOB.		
B. Supervision Exercised:		
This incumbent supervises staff in the Information Technology Specialist II (ITS II), Information Technology Specialist I (ITS I), and Information Technology Associate (ITA) levels.		
4. DUTIES AND RESPONSIBILITIES OF THE POSITION		
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS:		
This position requires the incumbent 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:	
Under the broad administrative and policy direction of the IOB Branch Chief, the ITM I serves as manager of the Network Operation Section, IOB, within TSD. The ITM I manages staff participation in and oversight of systems engineering services in support of network architecture and network operations.	
A. Percentage of Time Performing Duties	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%).
ESSENTIAL FUNCTIONS:	
IT Domain: <i>Check All That Applies</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY
	<input checked="" type="checkbox"/> Business Technology Mgmt. <input type="checkbox"/> Client Services <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> Information Security <input checked="" type="checkbox"/> IT Project Mgmt. <input checked="" type="checkbox"/> System Engineering
35%	Manage and supervise staff to ensure service level agreements are met and standard processes are adhered to for network architecture and network operations for voice and data systems. Facilitate workforce and succession plans to ensure stability of the Network Operations staff. Ensure staff receive career development training and enhance staff knowledge, skills, and abilities to effectively support excellent customer service for current and emerging business needed in delivery of systems engineering service for network architecture and operations.
20%	Coordinate and collaborate with stakeholders, suppliers, customers, sponsors, TSD management and staff, to achieve business service needs through identification of requirements to plan and recommend technology, hardware, software, network services, and implementation directions for network architecture and network operations services.
15%	Maintain and operate network services ensuring health and availability of network systems. Execute maintenance and operations plans for consistent network operations services delivered with the highest quality of customer service. Implement required Federal and State security controls for network services ensuring conformity to security policies to protect access to Child Support program information. Collaborate with Information Security Office (ISO) staff on security audits for validation and implementation of controls. Coordinate with the Systems Operations manager and ISO manager to assure operational recoverability of network services in accordance with the technology recovery plans.
15%	Develop Network Operations performance metrics and operational plans and establish and report on network service levels for quality and service level availability and health of network services including security controls following state and federal policies, and industry best practices that meets the DCSS program needs. Report on the service levels to TSD management in collaboration with the Branch Chief through presentations and reporting documentation to achieve an understanding network service operations quality and health.
10%	Invest in personal development and growth through continuous education to maintain and enhance knowledge in the information technology field and as a technology leader with an emphasis in infrastructure services, network architecture, and network operations to deliver forward thinking and innovative services.

MARGINAL FUNCTIONS:	
5%	Participate on departmental teams and workgroups, make presentations to LCSA directors and others, and represent the Department at an agency or statewide level on behalf of senior IT leadership as needed.
5. WORKING ENVIRONMENT AND CONDITIONS	
Two story building, standard office modular work space with florescent lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings in designated areas. The position requires occasional travel to off-site meeting locations, conferences, or training. The work environment is fast-paced, can be demanding and/or stressful, and requires the incumbent to be flexible, use good time management practices, and effectively identify priorities to complete assignments timely. May require periodic work during non-standard hours and during weekends to meet workload needs and/or to support and supervise staff who work during these hours.	
6. OTHER RESPONSIBILITIES	
A. Independence of Action and Consequences: Child Support Enforcement has critical timelines, political, and financial ramifications. Poor participation, judgement, and decisions can adversely affect the success of the child support program that may result in cost to the taxpayers, inability to meet DCSS goals and objectives, and may discredit DCSS. Failure to identify risks and issues in a timely manner could result in slippages in schedules, increased costs, stop or slow services to our customers, and/or jeopardize the integrity of the DCSS systems and the department. 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 executives, managers, supervisors, and State and contract staff within TSD, as well as managers and staff from State and Federal agencies, LCSAs, counties, and vendors.	
C. Administrative Responsibilities (Supervisory/Managerial Class Only): The incumbent performs the full range of supervisory and managerial 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>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> <i>I can perform these duties with or without reasonable accommodation:</i> <input type="checkbox"/> Yes <input type="checkbox"/> 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 Wellness and Safeguards Unit.

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

Employee's Name (Print):	
Employee's Signature:	
Date:	

- 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.*

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	