DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

716-1405-001

1. DIVISION Information Systems Division	**2. REGION OR BRANCH** Enterprise Application Branch
3. REPORTING UNIT NAME Applications Development	**4. POSITION CITY** Sacramento
5. CLASSIFICATION TITLE Information Technology Manager I	**6. WORKING TITLE** Applications Manager I
7. POSITION NUMBER 716-1405-001	**8. PREVIOUS POSITION NUMBER**

9. CBID/BARGAINING UNIT M01	**10. WORK WEEK GROUP** E	**11. TENURE** Permanent	**12. TIME BASE** Full-Time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)? ☒ Yes ☐ 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.

14. CPC ANALYST APPROVAL V. Patel	**15. DATE APPROVED** 5/13/2019

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under general direction of the Information Technology Manager (ITM) II, ITM I performs duties related to Business Technology Management and IT Project Management including, but not limited to: Policy and Program Development, Budgeting, Procurement and Purchasing, Contract Administration, Asset Management, IT Strategic Planning, Communications Management, Human Resource Management, Cost Management, Portfolio Management, Planning, and Process Engineering/Reengineering.

The ITM I serves as a Technical Manager on internal projects and supports interdepartmental projects that interface with the Department of Motor Vehicles' (DMV) core business applications. The ITM I is responsible for workforce and succession planning, IT budgeting and procurement, service performance management and strategic planning.

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

30% — **Manage Application Systems Development, Enhancements and Maintenance (E)**
Manages and directs the activities of the Application Development Group to support department's core business applications. Through subordinate managers, oversees requirement analysis, design, technical specifications, coding, testing and implementation of new systems or enhancements to existing systems for the requesting program areas. Organizes staff workload to accommodate changing priorities and manage multiple assignments concurrently. Provides status reports to management.

25% — **Manage Projects (E)**
Serves as a technical manager for projects impacting the DMV systems. Guides the development of plans and artifacts to obtain internal and external project approval. Controls allocated budgeted funds and staff resources to carry out projects. Provides managerial oversight for staff who support the systems to ensure projects are accomplished on schedule and within budget to the specification of business users. Ensures the required process for project is supported and provides associated documents and approvals. Ensures compliance with the complete range of System Development Life Cycle (SDLC), Change Management, Enterprise Project Management, Workflow Framework, and similar processes and tools. Participates in vendor and consultant procurement and selection process. Assists with project risk analysis and project lessons learned collection and improvements. Prepares Post Implementation Evaluation Reports.

20% — **Strategic Planning (E)**
Facilitates IT strategic planning and sessions. Promotes the department's strategic plans with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost effective IT services, and solutions for our business partners. Formulates, reviews, analyzes and provides guidance on legislative bill analysis and evaluates impact to systems and resources. Creates and provides policy and procedural guidelines

to subordinate staff and user to ensure compliance and State regulations, policies, procedures relative to planning and administering IT projects and activities. Advises and provides recommendation to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements.

10%

Communication and Working Relationships (E)
Develops and maintains effective communication and working relationships within the department, governmental entities, commercial organizations and outside stakeholders. Assumes required public contact with groups, vendors, and individuals. Represents the department and communicates at meetings and conferences.

10%

Administrative (E)
Ensures subordinate staff comply with all of the Department's policies, office standard operating procedures and protocols. Monitors and evaluates performance for productivity capability and development. Resolves discipline and grievance issues. Makes decisions and recommendations concerning personnel hiring and training. Participates in workforce planning, budgeting, and succession planning.

Miscellaneous (M)
Performs other job-related duties as required.

5%

18. SUPERVISION RECEIVED

The ITM I works under the general direction of the Application Development Section Chief, ITM II.

19. SUPERVISION EXERCISED AND STAFF NUMBERS

Through subordinate IT Supervisor II's, the ITM I manages Applications Section staffing which includes the classifications of IT Associate, IT Specialist I and IT Specialist II, and directly manages an Office Technician. Provides general administrative direction concerning assignments. Demonstrates leadership in identifying new issues, techniques and opportunities. Demonstrates project leadership. Manages the most sensitive issues.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works in an office setting in artificial light and temperature control. Sits in a cubicle, primarily sedentary for extended periods of time. Operates a personal computer, telephone, fax machine, copier and other office equipment. Incumbent gives presentations and participates in meetings, conferences and workshops. Communicates with internal and external customers via e-mail, telephone or in person. Attends meetings on HQ campus and off campus.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Proficient managerial or supervisory skills. Experience in effectively planning, organizing, directing, delegating and supervising complex work of a multidisciplinary staff. Experience with contract/vendor management. Experience in the area project management and SDLC methodologies. Positive attitude and highly motivated. Experience delivering services with a focus on excellent customer service. Ability to analyze information and make decisions in a competent and timely manner. Ability to communicate effectively verbally and in writing, to draft reports, develop and present presentations as required. Ability to organize workload to accommodate changing priorities and effectively manage multiple assignments concurrently. Possesses effective interpersonal and leadership qualities with the ability to build valuable internal and external relationships with a wide variety of people.

Personnel with responsibilities that include Operations functions, such as patching systems for security and/or performance, will comply with all policies, procedures, and standards for operational effectiveness. Adhere to departmental standards for data back-up, recovery, integrity, control, and management.

22. PERSONAL CONTACTS

Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, e-mail, in person and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight and lead individuals or groups. Interactions may be general, confidential, sensitive or informative in nature.