



See CDA 9003-I for Instructions

1. INCUMBENT VACANT	2. EFFECTIVE DATE (MM/DD/YYYY) TBD
3. DIVISION Division of Administrative Services	4. UNIT NAME Information Technology Branch
5. CLASSIFICATION Information Technology Supervisor II	6. POSITION NUMBER 797-620-1404-001

7. SUPERVISOR'S STATEMENT: *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Ken Ketsdever		

8. EMPLOYEE'S STATEMENT: *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
VACANT		

You are a valued member of the department's team. You are expected to work cooperatively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you.

9. DESCRIPTION
 Under the general direction of the Chief Information Officer (CIO), an Information Technology Manager I (ITM I), the Information Technology Supervisor II (IT Sup II) acts as the department's Chief Technology Officer (CTO) and is responsible for California Department of Aging's (CDA) technology operations, supervision of the Help Desk, Server and Network administration teams, Project Management, Infrastructure and Desktop/User Support.

The position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing); develop and maintain IT knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments timely and efficiently; and adhere to departmental policies and procedures.

These duties are broadly defined as follows:

45% Supervision

- Provide leadership to develop, train, monitor, assess and coach a diverse staff within the California Department of Aging (CDA) IT Branch.
- Oversee the recruitment, interviewing, hiring of new personnel. Plan, organize, direct and review workload that is diverse and varied, such as, but not limited to: project management, application development, network support, helpdesk and user support, etc.
- Perform various supervisory responsibilities related to staff management and development.

- Evaluate necessary staff resources and training needs.
- Establish performance standards and expectations by conducting probationary reviews, annual Performance Appraisal Summaries, constructive intervention, corrective actions and training to enhance personnel growth.
- Establish reasonable deadlines and monitor staff workload to ensure it is completed accurately and timely.
- Provide direction and consultation to staff on the most difficult, complex and sensitive work, issues or assignments. Grant or deny staff requests for time off, ensuring appropriate coverage for on-site resources.
- May act as CIO in his absence.

30% Project Management & Infrastructure Support

- Plan, organize, direct and supervise the design, development, testing and implementation of the CDA infrastructure and systems including, but not limited to: determining the priority of tasks/projects assigned to ITB; assigning and monitoring tasks for team members; monitoring staff adherence to standards covering all phases of the system development life cycle (SDLC); determining resources and training requirements; and reviewing infrastructure and system performance to optimize effectiveness.
- Identify requirements and resources to meet project needs, including but not limited to: development and maintaining comprehensive project plans and schedules and communicating them to stakeholders; identifying resources and developing justifications and supporting documentation; identifying project issues and recommending appropriate actions or solutions to facilitate resolution; preparing issue papers, correspondence and reports to keep stakeholders apprised of issues and status.
- In conjunction with the CIO, lead project planning efforts, including but not limited to: develop project plans, lead team efforts to develop and implement IT projects; participate in the planning of strategies to maintain alignment with CDA goals and objectives; participate in CDA's technology planning process and assist with developing strategic directions involving information technology.

20% Desktop/User Support

- Plan, organize, direct, and review the work of IT Unit staff who are responsible for the desktop, hardware, software, network, equipment, application and system support.
- Responsible for ensuring all desktop computers, servers, applications and systems comply with department policies, procedures, processes and best practices.
- Analyze the most complex issues with user workstations and develop instructions, guides and tools for problem resolution.
- Ensure CDA has an effective and efficient issue resolution and response system for all desktop support requests.

5% Marginal Duties

- Performs other related duties, as required.

Revised 2/13/2020