

Duty Statement Rank & File

Proposed
(Submit to HR for
Review)
 Final

Print or type.
See Specific Instructions on page 2.

A. Current Position Number 785-250-1406-002	B. Probationary Period /JEP Period 12 months	
C. Incumbent Name Vacant	D. Classification/Job Title Information Technology Manager II / Chief Technology Officer (CTO)	E. Date of Hire
F. Unit, Section, Division Information Technology Division		G. Location <input checked="" type="checkbox"/> Sacramento <input type="checkbox"/> Los Angeles
H. Name of Immediate Supervisor/Manager Joe White	I. Classification/Title of Immediate Supervisor/Manager CEA B – Chief Information Officer	
J. Bargaining Unit (CBID) <input checked="" type="checkbox"/> BU 1	K. Time Base <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Other	L. Tenure <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Permanent Intermittent <input type="checkbox"/> Limited Term <input type="checkbox"/> Intermittent <input type="checkbox"/> Other
M. Work Schedule Monday – Friday	N. Work Hours 8:00 AM- 5:00 PM	Occasional off-hours and weekends may be required
O. Background Check Required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	P. Job Requires Driving Automobile <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Q. Certification Required <input type="checkbox"/> Yes Click here to enter text. <input checked="" type="checkbox"/> No

Section II **JOB DESCRIPTION**

DESCRIBE THE ORIGINAL SETTING AND MAJOR FUNCTIONS

Under the administrative direction of the Chief Information Officer (CIO), the Information Technology Manager II serves as the Secretary of State (SOS) Chief Technology Officer (CTO) and Deputy CIO with full management responsibility for the operation of the SOS Data Center and providing critical technology services in support of the Agency’s mission, strategic goals, programs and business objectives. The CTO has oversight of the Agency’s most complex and highly sensitive Enterprise Infrastructure Services, Enterprise Software Engineering Services, Enterprise Technology Services, Enterprise Client Services, Administration and Web Support, Cloud Services, and Data Center Operations and has direct authority for activities and tasks across all of the technology domains. The CTO job responsibility include advising and communicating to the CIO, SOS executives, division chiefs and program managers on all matters related to the implementation and impact of IT systems across lines of business activities and the tactical implementation of the IT strategy, processes and methodologies as defined by the CIO. The CTO is a member of the SOS Cybersecurity Program.

ESSENTIAL FUNCTIONS

45%

Data Center Administration

Domains: IT Project Management; Information Security Engineering, Systems Engineering, Software Engineering, Business Technology Management, Client Services

Serve as CTO for the SOS critical infrastructure Data Center. Has direct authority and responsibility for all activities and operations of the SOS complex and sensitive Data Center, including the implementation of security initiatives, execution of infrastructure administration, and compliance with the State, Federal, and SOS policies, procedures and standards. Provide in-depth technical expertise for both Data Center tactical and operational initiatives. Explore and track technology innovations and trends and collaborate with enterprise architects and the Risk Management Office in evaluating, identifying and recommending to the CIO opportunities for the SOS Data Center, enhancing and/or creating new technology offering for inclusion in ITD service catalog to meet current and future SOS needs; and protecting the availability, integrity and confidentiality of the IT infrastructure, IT systems, and data stored and communicated. Ensure that internal and external systems are running and performing as they should by actively monitoring and responding to incidents that might affect highly availability and performance. Develop a three-year SOS Data Center Plan and budget change proposals associated with operational needs and planned projects. Has defined signatory responsibility and authority for decision-making on activities related to Data Center management.

30%

ITD Operational Management

Domains: IT Project Management; Information Security Engineering, Systems Engineering, Software Engineering, Business Technology Management, Client Services

Under the direction of the CIO, deliver a clear technology vision and in providing direction to the Information Technology Division (ITD) by setting goals and expectations, encouraging leadership, and motivating staff at all levels. A supporter and advocate of management's philosophy, promote the Agency mission, goals, objectives, policies and procedures. Coordinate ITD daily operations, including fiscal management, contract management, operations management, resource management and talent management. Plan, organize, and direct the multidisciplinary teams of IT professionals, and manage the workload and resources through subordinate managers to ensure appropriate staffing levels and skills are assigned to maintain efficient and effective operations and support ITD service offerings within budget resources. Establish performance expectations, develop and update duty statements as needed, and ensure individual development and training plans are completed annually. Promote upward mobility, provide personnel guidance on personnel performance issues, and provide equal employment opportunities for a harassment and discrimination-free work environment. A catalytic agent in developing a customer focused service organization.

15%

Technology Recovery Coordinator

Domains: : IT Project Management; Information Security Engineering, Systems Engineering, Software Engineering, Business Technology Management, Client Services

Serve as the SOS Technology Recovery Coordinator. Collaborate with the CIO, Risk Management Office, and business programs to ensure that appropriate disaster recovery plans, documentation, and testing procedures are developed and maintained for the SOS Data Center and ITD managed systems and services. Establish and maintain detailed Technology Recovery (TR) communications and command and control plans through a change management and incident management process. Coordinate testing activities for internal and external hosted applications and services. Provide ongoing feedback for risk management, mitigation, and prevention. Support special projects related to contingency planning and emergency preparedness as required.

5%

Business Relations Management

Domains : IT Project Management; Information Security Engineering, Systems Engineering, Software Engineering, Business Technology Management, Client Services

Establish and maintain business relationships with internal and external stakeholders. Respond to request for information and other IT-related inquiries. Ensure the timely submission of ITD reports required by Control Agencies. Serve as the SOS Digital Signature Program Administrator.

MARGINAL FUNCTIONS

5%

Other Duties

Domain : IT Project Management; Information Security Engineering, Systems Engineering, Software Engineering, Business Technology Management, Client Services

May assume the CIO responsibilities during the CIO’s absence. Attend meetings in place of the CIO as necessary.

Section III

EMPLOYEE/SUPERVISOR STATEMENT

You are a valued member of the Secretary of State’s office. You are expected to conduct yourself professionally and work cooperatively with team members and others during the course of your duties to enable the department to provide the highest level of service possible. You are to adhere to all applicable state and federal laws, rules and department policies; and exercise good judgment in assisting team members and the public. Your efforts to treat others fairly, honestly and with respect are critical to the organization’s mission and values.

EMPLOYEE’S STATEMENT: I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION:

- YES
- NO (Notice HR to discuss possible reasonable accommodation)

EMPLOYEE NAME (PRINT FULL NAME) ➔	EMPLOYEE SIGNATURE ➔	DATE SIGNED ➔
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SUPERVISOR’S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

SUPERVISOR NAME (PRINT FULL NAME) ➔	SUPERVISOR SIGNATURE ➔	DATE SIGNED ➔
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