State of California
Department of Pesticide Regulation
POSITION DUTY STATEMENT
DPR-217 (Rev. 07/20)
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Classification	Position Number	Location
Information Technology Supervisor II	814-300-1404-283	Sacramento (Headquarters)

Division/Branch	Supervisor's Classification	Collective Bargaining Identification Designation (CBID)
Office of Technology Services/ Information Technology Branch	Information Technology Manager I – Branch Chief	S01

Conflict of Interest Disclosure Category: ☐ 1 ☐ 2 ☒ 3 ☐ N/A	Incumbent (If filled) VACANT

☐ **Job requires driving automobile**: In this position, the incumbent may, as needed, drive a state vehicle for work purposes. (Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES (Check One) ☐ **Managerial** ☒ **Supervisory** ☐ **Lead Person** ☐ **None**

Direct Supervision Exercised:		Indirect Supervision Exercised:	
No. of Employees	**Classification Title**	**No. of Employees**	**Classification Title**
5 2	Information Technology Specialist I Information Technology Associate		

I have read and discussed these duties with my supervisor.

Employee Signature	Date

I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date

Please Complete Reverse Side

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Incumbent: VACANT
Classification: Information Technology Supervisor II
Position Number: 814-300-1404-283

Description of Duties *(Attach additional sheets, if necessary, and identify position information)*

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
	Under the general direction of the Information Technology Manager I, the Information Technology Supervisor II manages DPR's Information Technology Infrastructure Unit. The Infrastructure Unit encompasses all aspects of network operations, physical and virtual servers, clustering systems, back office systems, enterprise systems administration, performance and availability monitoring, information security, desktop configuration management and support, procurement, support contracts, risk assessments, enterprise backup solutions, disaster recovery planning and testing, intranet and internet websites, and all related control agency requirements and reporting obligations. The incumbent directs the workload and manages projects including related tasks for a group of technical and analytical staff responsible for the quality and integrity of DPR's technology resources. The incumbent is charged with creating and sustaining a working environment and staff that efficiently and uniformly deliver a high-level of customer service, implement on-time deliverables, and provide a stable and highly available departmental computing platform. In addition, the Information Technology Supervisor II may serve as DPR's project manager or representative on numerous departmental, agency level, or statewide initiatives, and has the responsibility of managing complex and time-sensitive workloads. This position supports the following domains: Software Engineering, System Engineering, Business Technology Management, and Information Technology Project Management **ESSENTIAL FUNCTIONS:**
30%	Network Operations and Web Shop Oversight - Manages technical and analytical staff as well as oversees operational activities in the Network and Systems Administration Team (NASA); manages the teams' workload and priorities, and ensures timely and appropriate response to production issues, system outages, and security issues. Ensures the daily evaluation, monitoring and maintenance of: networking equipment; server computing systems; enterprise e-mail; network user accounts; backup systems; security of networked operating systems; data restoration and recovery; system documentation; remote access security, and all related hardware and software that support these services. Oversees the workload and priorities of the Web Shop unit. Ensures the development, maintenance, and updating of DPR's public facing and intranet web pages and related content, including maintaining accessibility compliance and all other State web requirements and standards. Keeps ITB management aware of any critical issues and the most important web postings and their potential impacts. Applies service management methodologies and related techniques to continuously improve operational processes in the NASA and Web Shop units. This includes, but is not limited to, improving business processes, inventory tracking, ticket management, task and project management tools, and licensing and procurement processes.
20%	Project Management and Oversight, Departmental Initiatives - Serves as Project Manager, or provides oversight to Project Managers/Technical Leads, in departmental IT initiatives related to DPR's LAN and WAN, back office systems, storage systems, cloud environments, disaster recovery, backups, VPN, enterprise systems such as Office 365, configuration management environment, and web shop projects. Applies a thorough knowledge of project management principles in providing project oversight, or

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Percent of Time	Activity
	coaching and mentoring staff in project management methodology. Beyond project management, applies knowledge and mentors staff in organizational change management and service management methodologies.
	Communicates project status and any issues to ITB management, and provides guidance and resources as needed to project teams for problem resolution. Maintains a master schedule of all infrastructure and web projects, which is in concert with the ITB operational plan. Works collaboratively with other ITB managers and supervisors, or project managers, in interdisciplinary projects which require modifications to existing systems, or the implementation of new infrastructure software or hardware components. Serves in an advisory capacity, contributing advanced technical expertise to the evaluation and planning of new system designs or implementation plans. Communicates project status and issues to the IT Manager I - Branch Chief, IT Manager II - CIO or other managers, and works collaboratively with vendors, consultants, and IT staff and managers at all levels.
20%	Supervision and Staff Development – Develops and retains a skilled staff of technicians and analysts that possess the requisite attributes necessary to deliver successful and responsive customer service and support. Ensures staffs' tasks are being completed timely and effectively through check-ins, status reports, project plans, etc. Guides the NASA Team and Web Shop to identify training and development needs, and implements an annual training plan for staff. Leads Technology Infrastructure Unit IT staff through technology and workplace changes driven by legislative mandates, or by new standards or technology directions set by control agencies. Mentors and motivates staff, and fosters a work environment with a strong team focus and customer service attitude.
15%	Information Technology Business and Administrative Functions – Contributes to control agency reports and documentation. Plans and budgets for infrastructure hardware refreshes and software upgrades. Responsible for ensuring the annual renewal of infrastructure related enterprise maintenance and support contracts including but not limited to software such as Microsoft, SSL certificates, VMWare, etc. and hardware including but not limited to network equipment, enterprise storage, firewalls, etc. Understands and abides by all applicable policies, practices and state procurement contracts when working with product manufacturers and resellers on product selection, budgetary pricing, and enterprise agreements.
10%	Statewide or Agency Projects and Initiatives – Represents DPR as needed in IT initiatives at the agency or statewide level, as a project team/workgroup member or as DPR's Project Manager. Applies a thorough understanding of systems integration and architecture, and diplomatic communication and negotiation skills, to effectively represent DPR in a wide range of technology projects. Communicates project status and issues to the IT Manager I - Branch Chief, CIO or other managers, and works collaboratively with vendors, consultants, and IT staff and managers at all levels. Performance of duties in this capacity requires thorough departmental organizational knowledge, extensive familiarity with statewide mandates, policies, standards and reporting schedules (including the Statewide Administrative Manual (SAM) and Statewide Information Management Manual (SIMM), and an awareness of and attention to policy issues which may be sensitive or contentious. **MARGINAL FUNCTIONS:**
5%	Other duties as required **WORKING CONDITIONS:**

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	Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet. May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities. Occasional statewide travel on short notice may be required to support regional office locations. Travel may require overnight stays, driving, and flying. **CRITICAL JOB COMPETENCIES:** **Leadership:** Lead by example; communicate and inspire energy and enthusiasm for the work; respond to changing circumstances while remaining committed to the department's vision, mission, values and goals; facilitate acceptance and implementation of change, even if ambivalent. **Political acumen**: Identify the internal and external politics that impact the work of the organization; Consider a broad range of internal and external factors (big picture) when solving problems and making decisions; In taking action, demonstrate an understanding and consideration of how it will impact stakeholders and affected areas in the organization. **Communication**: Facilitate open exchange of ideas and opinions; actively listen; effectively use email to communicate with customers and co-workers; Make clear and convincing oral presentations to individuals or groups.; inform, persuade, build consensus; Select and use appropriate communication approach. **Self-Motivation:** Demonstrate a bias toward optimism and maintain sense of humor; view mistakes as opportunities for growth/positive learning experiences. **Flexibility/Adaptability**: Readily integrate changes midstream into work processes and outputs; demonstrate openness to new organizational structures, procedures, and technology; shift gears comfortably. **Teamwork.** Facilitate and maintain cooperative working relationships; work toward accomplishment of group goals; value and encourage the input and expertise of others; foster commitment, team spirit, pride, and trust. **Technical Credibility:** Understand and appropriately apply procedures, requirements, policies, and technology; possess up-to-date knowledge in the profession, and access other expert resources when appropriate. **Customer Service Orientation:** Maintain cordial, effective professional working relationships with all those contacted during the course of the work; readily adjust priorities in response to changing client needs; balance the interests of a variety of clients; put in place systems and processes to ensure clients receive high quality information, that their feedback is acted upon, and that their complaints are handled effectively. Develop trust and credibility with the client.