

**State of California**

**Government Operations Agency**

**Office of Digital Innovation**

**Current Job Duty Statement**

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| **Classification Title**Information Technology Manager I | **Office/Program**Office of Digital Innovation |
| **Working Title**Chief Information Officer I | **Unit/Section**Information Technology |
| **Position Number**374-100-1405-001 | **Effective Date**October 14. 2020 |
| **Name** | **Date Prepared**October 14, 2020 |

# General Statement

Under the general direction of the Chief Deputy Director, the Information Technology Manager I will serve as the Chief Information Officer of the California Office of Digital Innovation. This position is responsible for planning and administering information technology and telecommunications systems, policies and programs, including but not limited to Networking and Connectivity, Information Security, Software, Endpoints (e.g., laptops and smartphones) Management, and Digital Services. for ODI and other parts of Government Operations Agency as needed. You will manage access, respond to incidents and administer directory services and tools within the MacOS, Windows, iOS, Android and other platforms as needed. You will lead a team that provides customer service and delivers technical support of software, computer configurations, cloud-based services, scripting and programming, remote administration, cloud administration, desktop support services workstation configuration, and security.

# Job Functions

[Essential (E) / Marginal (M) Functions]:

**35% Service Implementation and Management (E)**

* Provide inclusive leadership to staff performing tasks to implement and maintain operational and service enhancement projects and methodologies to support optimal service levels.
* Serve as a technical resource manager responsible for computer and software configurations, telecommunications and IT activities related to onsite and cloud hardware and software technologies.
* Provide advice, information and consulting to management and staff on the benefits of new technology using knowledge gained through training and industry trends.
* Collaborate with management and staff to ensure operational issues are identified and mitigated in a timely manner.
* Direct the analysis of issues and scouting of solutions for large and enterprise projects.
* Ensure government code, regulations, and policies are enforced.
* Ensure compliance with executive orders, IT policy letters, and SIMM and SAM relating to client and voice services.
* Maintain knowledge of information technology and telecommunication concepts, protocols, practices, methods, and principles.

**35% Agency IT and Telecommunications Support Services (E)**

* Manage IT staff who provide adaptive IT services such as anti-virus services, patch management, software management, security services, remote desktop administration and services, access management, and incident management to meet the diverse and unique needs of staff.
* Work with staff on IT enterprise daily operations and work orders.
* Work with program management to identify departmental software and hardware needs.
* Work with staff to procure, configure, deploy and track software/hardware utilizing socially-responsible procurement methods.
* Ensure compliance with security protocols on all departmental devices.
* Provide inclusive leadership and act as a resource in the design, test, modification, configuration, and implementation of software and hardware systems.
* Provide inclusive leadership in developing and documenting software systems and support processes.
* Ensure Agency’s telecommunications program provides a comprehensive set of services and equipment to meet the diverse needs and abilities of the workforce.
* Manage processes and procedures to maintain the Agency’s mobile devices.

**25% Managerial activities (E)**

* Direct, lead, train, develop and assign tasks/projects to team members.
* Provide team members with inclusive leadership and guidance on services within the department's infrastructure.
* Oversee the development of team members and update duty statements as needed.
* Establish performance expectations, complete annual individual development plans and complete timely probationary reports.
* Provide other performance management activities, including adherence to the State's progressive discipline policy which may include corrective or disciplinary action.
* Encourage team building, facilitate cross training and promote continuous business process improvement.
* Implement motivational techniques, promote training, and create a positive climate for change.
* Provide continuous feedback to staff.
* Resolve escalated technical and/or personnel issues.

 **5% Marginal Functions (M)**

* Apply principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting and project management.
* Apply current computer industry technology practices and principles.
* Other related duties.

# Supervision Received

The IT Manager I will report to and receive direction from the Chief Deputy Director. In the absence of the Chief Deputy Director, this position may report to the Director or another designated executive in the Government Operations Agency.

# Supervision Exercised

The Chief Information Officer supervises Information Technology staff.

#  Knowledge, Skills, and Abilities

The employee must be able to demonstrate the knowledge, skills, and abilities (KSAs) specified in the Information Technology Manager I classification specification. In addition to the KSAs, the employee must demonstrate the following:

* Manage multiple priorities by utilizing effective time management skills
* Excellent writing and oral communication skills
* Strong analytical skills and experience resolving complex problems or issues.
* Experience working in a team-oriented, collaborative environment
* Entrepreneurial nature and willingness to think outside of bureaucratic structure.
* Knowledge of Mac OS, Windows OS, iOS and Android
* Cloud system configuration on Azure, GCP or AWS
* Experience in designing and managing local area networks
* Knowledge of customer service and support principles in an IT environment
* Knowledge of computer architecture including PC diagnostics and tuning tools
* Knowledge of methods and practices for troubleshooting, recovering, adjusting, modifying and improving information technology systems
* Knowledge of basic methods, tools and procedures to prevent information systems vulnerabilities and provide or restore security of information systems and network services
* Ability to work independently, direct the activities of teams, maintains schedules, and bring projects to a timely closure
* Excellent communication and customer service skills
* Knowledge of IT asset and configuration management

# Working Conditions

# Based on departmental or operational needs, this position may be required to work remotely. The employee regularly works in an indoor and climate-controlled office setting under artificial light. Occasional travel may be required to attend offsite meetings, conferences, and training classes. May sit for an extended period using a keyboard and/or video display terminal. May stand/walk for an extended period of time. May lift up to 50lbs. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to staff asset and configuration management

# Attendance

# Must maintain regular and acceptable attendance at such level as is determined ODI’s sole

# discretion. Must be regularly available and willing to work the hours the department determines

# are necessary or desirable to meet its business needs

# Other Information

The employee’s workstation is located in Sacramento, CA and is equipped with standard or ergonomic office equipment, as appropriate. The selected candidate may be subject to rules imposed by the Fair Political Practice Commission (FPPS), which may require filing a Statement of Economic Interest (Form 700)

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. \***(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

*A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity.*

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

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| **Employee Signature** | **Employee Printed Name** | **Date** |

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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| **Supervisor Signature** | **Supervisor Printed Name** | **Date** |