

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SUPERVISOR II

POSITION NUMBER:

800-712-1404-002

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)

ISD/PROJECT OVERSIGHT &amp; STRG. TECH. BRANCH

BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

PROJECT MGMNT. &amp; SYSTEM OVERSIGHT BUREAU

SUPERVISOR'S NAME:

VACANT

SUPERVISOR'S CLASS:

CEA A

## SPECIAL REQUIREMENTS OF POSITION (CHECK ALL THAT APPLY):

- ☒ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ None
- ☒ Other (Explain below)

Fingerprint clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

## SUPERVISION EXERCISED (Check one):

- ☐ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

This position directly supervises the following technical classification staff which support the Project Management and IT Governance/Business Analysis units: 13 IT Specialist I and 3 IT Associates

Total number of positions for which this position is responsible: 16

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

## MISSION OF ORGANIZATIONAL UNIT:

The Information Systems Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by the California Department of Social Services (CDSS) business units.

ISD accomplishes this by:

- Effectively managing information systems and equipment;
- Planning, communicating and implementing responsible information technology policies and solutions; and,
- Sharing and transferring information technology knowledge and tools.

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## CONCEPT OF POSITION:

Under the general direction of the CEA A, Project Oversight and Strategic Technology (POST) Branch Chief, the Information Technology Supervisor II (ITS II) will manage the Project Management and IT Governance/Business Analysis units comprising a dynamic team of technical professionals who will provide quality customer service in supporting CDSS technological initiatives. The ITS II will support business analysis, promote department-wide use of best practices related to IT developments, manage the Department's Information Technology (IT) Governance Process, manage IT project oversight activities, and provide general technical project management services and coordination. The primary duties of this position fall within the IT Project Management domain.

## A. RESPONSIBILITIES OF POSITION:

35% Manages the daily operations of the Bureau, directly supervising the work of technical State staff in carrying out the functions of the Bureau. Functions include: Customer Relationship Management, develop, execute and lead project portfolio management strategies, provide project management and/or coordination support for all CDSS IT projects, provide business analysis services, including project documentation preparation and review, in support of Departmental IT proposals, from concept stage to formal project approval (including project Stage(s) documentation required by the California Department of Technology); control agency interface regarding specific projects; managing and maintaining the Department's IT Governance Process, including the management of the project approval process by coordinating and facilitating pre-approval assessments; project prioritization and strategic planning to best meet the goals of the Department's business needs by providing efficient and economical technology solutions; managing and maintaining the relationship with the Agency Information Office (AOI) within the Health and Human Services Agency Enterprise Architecture Work group, preparing and providing documentation as requested; supporting customer relations management; providing management support for project oversight functionality; assisting with the development and review of IT procurement documents.

25% Provide project management guidance and direction to Bureau staff and internal CDSS customers. Directly, and through subordinate staff, establish and maintain written IT project management, IT governance and IT oversight policies, procedures, standards and guidelines. Develop, maintain, and oversee the appropriate deployment/utilization of policies that incorporate the requirement/expectations of the California Department of Technology. Serve as the primary liaison to control agencies regarding review of IT Project approval documents, and on interpretation of state policies governing IT. Supervise the coordination, and development of IT Project Concept papers, California Department of Technology Stage(s) documentation (All four stages), Budget Change Proposals and Legislative Bill Analysis.

15% Responsibilities include providing and maintaining the organizational structure for the Bureau by continually assessing priorities and staffing levels needed to complete the work of the Bureau, provide adequate staff development to meet the changing needs of the Bureau and address Bureau challenges effectively in order to adapt to changes within the Information Systems Division (ISD). Assist staff as needed in the gathering of business requirements, planning documents, procurement developments, and technical documentation such as flow charts, scenarios and/or business requirement gathering/traceability. Work with staff to develop and maintain regular Individual Development Plans that support staff goals balanced with the needs of the Bureau. Maintain regular communication and provide ongoing expectations to staff in support of positive project outcomes. Ensure staff have adequate resources to achieve expected outcomes.

10% Communicates directly with Deputy Directors and Executive Staff regarding department-wide IT oversight strategies and policies. Attend and participate in IT Executive Steering Committee meetings. Direct IT strategic planning activities and ensures CDSS' compliance with control agency requirements for IT strategic planning and reporting. Support enterprise initiatives and seek out leveraging opportunities. Work with business partners to develop project requests and help them understand how projects are prioritized. Support the Customer Relationship Management strategy.

10% Provide for business partner collaborations. Meet regularly with internal and external business partners as needed to discuss their IT program needs. Develop an understanding of customers' business strategies to provide recommendations for technical enterprise solutions. Translate the detailed IT systems user requirements into functional requirements and in a clear manner which is understood by a project team. Interpret customers' goals into enterprise process engagements for planning.

5% Support ISD as directed at various project related meetings which have a direct impact to the Department and the IT Project Planning schedule. Ensure compliance with all IT Security requirements.

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B. SUPERVISION RECEIVED:

The IT Supervisor II acts under the general supervision of the CEA I. It is the IT Supervisor II responsibility to keep the CEA I appropriately informed of issues, problems, activities and progress on assignments by discussion, meeting, email and/or status reports.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor II level is responsible for monitoring program goals and personnel management and development activities in the PMSO Bureau.

D. PERSONAL CONTACTS:

The IT Supervisor II has contact with staff at all levels of the department, other departments, control agencies, e.g., Health and Human Services Agency, Department of Finance, Department of General Services, Department of Health Care Services, Office of Systems Integrations, Federal Agencies, California Department of Technology and local government organizations and stakeholders. Meets periodically with vendors and contractors. Develop and maintain good working relationships with all levels of staff and management. Demonstrate a positive attitude and a commitment to providing quality customer service that is accurate and timely.

E. ACTIONS AND CONSEQUENCES:

The consequence of error at the Supervisor II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

F. OTHER INFORMATION:

This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.

The position requires the incumbent maintain consistent and regular attendance. Inconsistent attendance would impact staff completion of work and negatively impact the quality and time line of projects.