CALIFORNIA CONSERVATION CORPS

**POSITION DUTY STATEMENT**

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| WORKING TITLE OF POSITION  IT Infrastructure and Operations Supervisor | REPORTING UNIT NUMBER  2240 |
| DIVISION/BRANCH OR CENTER  Information Systems and Services | LOCATION  Sacramento |
| CLASS TITLE  Information Technology Supervisor II | POSITION NUMBEREFFECTIVE DATE  533-240-1404-002 |

Supervision Exercised

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| NUMBER  3  3 | DIRECT SUPERVISION CLASSIFICATION  Information Technology Specialist I  Information Technology Associate | NUMBER  Up to 4 | INDIRECT SUPERVISION CLASSIFICATION  Telecom contractors (AT&T and Verizon)  CNRA Data Center |

Effective on the date indicated, the employee performs the following duties and responsibilities assigned to the position above.

Under the general direction of the Chief Information Officer (Information Technology Manager I), the Information Technology Supervisor II acts as the CCC IT Infrastructure and Operations Unit supervisor with responsibilities that include the planning, organizing and directing of all Server, Network, Telecommunication, and Help Desk activities. The incumbent is responsible for the implementation, maintenance and operation, and security of the department’s statewide information technology systems. Travel may be required.

The duties for this position are focused in the System Engineering domain, however, work may be assigned in other domains as needed, such as Information Security and Client Services. System Engineering responsibilities include operation and maintenance of network, server, storage, operating system, database, hardware, and software systems.

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| Relative time required  (Indicate %) | The specific essential functions are, but are not limited to, the following: |
| 30% | **Infrastructure and IT Operations Support**  Oversees technical and analytical staff responsible for the design, implementation and support of the California Conservation Corps (CCC’s) most complex network infrastructure including telecommunications, Local Area Network (LAN) and Wide Area Network (WAN), and IT operations. Provides analytical and technical review, and independent analysis to ensure all applicable enterprise infrastructure policies and standards are adhered to. Directs proactive identification and resolution of the most complex technology issues. Develops and maintains plans for maintenance of technology systems and operations and configuration management. Coordinates scheduled and unscheduled off-hours network and server maintenance and upgrades. Provides strategic and technical consulting and planning expertise to management and staff in the areas of network operations, physical and virtual services, back office systems, enterprise systems administration, performance and availability monitoring, desktop configuration management and support, technology recover planning and testing. Manages infrastructure support IT contractors. Performs the annual renewal of all enterprise maintenance and support contracts. |
| 25% | **Help Desk Operations Support**  Manages and provides operational direction to the Help Desk Unit. Provides guidance on first and second-level IT problem resolution and ongoing maintenance of Help Desk Knowledge base documentation. Tracks statistics on issue and problem resolution, monitors performance trends and improves customer satisfaction levels using effective methodologies. Ensures that goals/productivity levels are met, including Service Level Agreement (SLA) reporting and negotiations to enhance value to CCC Center/Program units. Acts as an escalation point for critical incidents. Mentors and develops staff. Ensures that ISS is represented at the highest level of professionalism when communicating with users/clients. |
| 25% | **Supervision of Staff and Direction of Workload**  Organizes, prioritizes, coordinates, and administers the day-to-day activities and workload of the IT Infrastructure and Operations Section staff using appropriate supervisory measures and departmental standards and guidelines. Provides leadership and direction to staff as needed. This includes planning, directing and coordinating staff activities, using appropriate supervisory measures and departmental standards and guidelines. Defines responsibilities and assignments and ensures staff accountability. Responsible for recruiting, interviewing and hiring of Section staff. Manages the unit’s administrative processes including tracking and authorizing vacation, sick leave, overtime, training, and travel. Performs personnel administrative duties including preparation of probation reports, duty statements and various other administrative reports. Conducts annual employee performance reviews including the completion and monitoring of Performance Appraisals (PAs) and Individual Development Plans (IDPs) to ensure good feedback and communication with staff regarding their performance and achievement. Responsible for progressive discipline in accordance with departmental standards. Ensures standard operating procedures are developed, maintained, and followed by staff.  Motivates, mentors, and leads the IT Infrastructure and Operations team to achieve high productivity, high quality, and develop effective infrastructure solutions. Meets with other CCC managers and staff as needed to share information. Conducts weekly meetings to keep staff apprised of unit, branch and departmental updates. Reviews and approves monthly timesheets for state and contractor staff. Determines staff training needs and create training plans for management review. |
| 10% | **Information Security**  Manages the CCC’s information security program to support business operations and align with the CCC’s mission, goals and objectives. Ensures that CCC systems are compliant with all applicable legal, statutory, regulatory requirements. Ensures that the primary objectives of the CCC’s information security program are met. Designs and implements technical controls or threat countermeasures for projects, systems, and applications. Leads and participates in security planning sessions. Oversees department network security policies to ensure alignment with the statewide strategic plan. Collaborates with the California Natural Resources Agency (CNRA) and the California Technology Department (CalTech) Information Security Offices (ISO) to ensure department alignment with statewide information security initiatives. Responsible for investigating, resolving, and reporting all information security incidents, as required. |
| 10% | **Personal Development, Training and Others**  Invests in personal and team development through certification or continuous education to maintain position-related knowledge in the information technology field with the emphasis in IT security, network and infrastructure services. Conducts IT conferences and presentations. Participates in meetings and other activities as needed. Participates in the identification, development and communication of new technology standards and best practices as appropriate. Provides training to subordinate staff, users/clients, and business partners when required. Provides detailed research and clear IT recommendations in regards to the development and implementation of IT policies and standards. Responsible for the creation and/or modification of IT reports required by state control agencies such as the Department of Technology. |

I have read and discussed these duties with my supervisor.

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| Employee Signature | Date |

I certify that this duty statement accurately represents the duties and responsibilities of the position.

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| Supervisor Signature | Date |