Board of State and Community Corrections (BSCC)
DUTY STATEMENT

Classification: Information Technology Supervisor II
IT Domain: Business Technology Management
Position Number: 917-190-1404-001
Division: Administration / Information Technology Unit
Incumbent: **Vacant**

SECTION A: GENERAL DESCRIPTION

Under the general supervision of the Duty Director, Standards and Training (a CEA Level B), with functional direction provided by the Chief of Administration, a Staff Services Manager III, the Information Technology Supervisor II (IT Sup II) is responsible for the leadership, analysis, programming, processing, technology operations and day-to-day supervision of Information Technology (IT) staff for the Board of State and Community Corrections (BSCC). This position functions as the BSCC's Chief Information Officer (CIO).

The position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing); develop and maintain IT knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments timely and efficiently; and adhere to BSCC policies and procedures.

SECTION B: ESSENTIAL FUNCTIONS

The incumbent must have the ability to perform the following essential functions with or without reasonable accommodations.

Percentage of Time Spent	Typical Tasks
40%	**Supervision:** Provide leadership to develop, train, monitor, assess and coach a diverse staff within the BSCC's IT Unit. Plan, organize, direct and review workload that is diverse and varied. Perform various supervisory responsibilities related to staff management and development. Evaluate necessary staff resources and training needs. Establish performance standards and expectations by conducting probationary reviews, annual Performance Appraisals, constructive intervention, corrective actions, and training to enhance personnel growth. Establish reasonable deadlines and monitor staff workload to ensure it is completed accurately and timely. Provide advice and consultation to staff on the most difficult, complex, and sensitive work issues or assignments. Grant or deny staff requests for time

off, ensuring appropriate coverage for on-site resources.

30%   **Project Management & Application / Database Development:** Plan, organize, control, and supervise the design, development, testing and implementation of the BSCC's applications and database systems including, but not limited to: determining the priority of tasks/projects assigned to the IT Unit; assigning and monitoring tasks for technical team members; monitoring staff adherence to standards covering all phases of the system development life cycle (SDLC); determining technical resources and training requirements; and reviewing application and database performance to optimize effectiveness. Identify requirements and resources to meet project needs, including but not limited to: development and maintenance of comprehensive project plans and schedules and communicating them to technical and business stakeholders; identifying resources and developing justifications and supporting documentation; identifying technical and project issues and recommending appropriate actions or solutions to facilitate resolution; preparing issue papers, correspondences, and reports to keep stakeholders appraised of issues and status. Lead project planning efforts, including but not limited to: develop project plans, lead team efforts to develop and implement BSCC IT projects; participate in the planning of the BSCC's strategies to maintain alignment with agency goals and objectives; lead the agency's technology planning process and participate in developing strategic directions involving information technology; establish and develop technical standards and policies and procedures affecting all BSCC IT activities.

15%   **Desktop/User Support:** Plan, organize, direct, and review the work of IT Unit staff who are responsible for the computer desktop hardware/software, network printer, desktop application and database support for the BSCC. Responsible for ensuring all desktop computers, servers, applications, and databases comply with department policies, procedures, processes, and best practices. Analyze the most complex issues with user workstations and develop instructions, guides, and tools for problem resolution. Ensure the BSCC has an effective and efficient issue resolution and response system (e.g., Help Desk).

10%   **Technical Liaison, Training and Consultation:** Participate and lead IT meetings; provide information, knowledge, and

support for IT initiatives; collect information and develop responses to stakeholders, peers, supervisors, managers, and control agencies; act as the first point of contact with all internal and external stakeholders; provide consultation and advice to management regarding IT issues; act as a resource for all IT matters; serve on workgroups and projects as needed. Develop and deliver training to all levels of users within the BSCC on various IT topics, issues, systems, and applications. Train, mentor and develop IT Unit staff to assist with agency-wide training efforts.

5 %   **Other Duties as Required:** Responsible for various other IT related analytical, supervisory, and/or technical tasks associated with supporting the BSCC's IT operations.

SECTION C: NON-ESSENTIAL FUNCTIONS

NONE

SECTION D: ADA REQUIREMENT

Alternative will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act (ADA).

SECTION E: KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs;

establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

Responsible for extensive information technology (IT) program administration and substantial participation in the formulation, development, and implementation of BSCC's IT operations and policies. Responsible for overseeing all functions of the BSCC IT Unit, with direction from the BSCC Management Team.

SECTION G: PERSONAL CONTACT

The CIO will have general contact with internal staff, including the management team, and external stakeholders, including high-level county officials and members of the public.

SECTION H: WORK ENVIORNMENT

Will work in an office building in Sacrament, California. The incumbent must be able to travel as needed across California. Travel may include flying or driving and overnight stays

SECTION I: PHYSICAL REQUIREMENTS

Check the frequency of activity required of the employee to perform the job				
Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Sitting				X
Walking		X		
Standing			X	
Bending (neck/waist)			X	
Squatting		X		
Climbing stairs		X		
Kneeling		X		
Crawling	X			
Twisting (neck/waist)		X		
Is repetitive use of hand(s) required?				X
Simple Grasping (R or L)			X	
Power Grasping (R or L)	X			
Fine Manipulation (R or L)			X	
Pushing/Pulling (R or L)	X			
Reaching (above/below shoulder level)		X		
Lifting/Carrying	Describe the heaviest item required to be lifted or carried, the			

	frequency and the distance:
	Suitcase/luggage in the airport as needed for travel.

SECTION J: SIGNATURE

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

_____   _____
Employee's Signature   Date

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

_____   _____
Supervisor's Signature   Date