CALIFORNIA HIGH-SPEED RAIL AUTHORITY
DUTY STATEMENT

RPA: 21-132

CLASSIFICATION TITLE Information Technology Manager II	**OFFICE/BRANCH** Information Technology	**LOCATION** Sacramento
WORKING TITLE Chief, IT Solutions Division	**POSITION NUMBER** 311-400-1406-002	**EFFECTIVE** 03/09/2021

GENERAL STATEMENT:

Under the general direction of the Chief Information Officer of the California High-Speed Rail Authority (Authority), the Information Technology (IT) Manager II (ITM II) is responsible for the management and support of the IT Solutions Division, consisting of Application Development and Support, the IT Project Management Office, and IT Business Operations. Directly and through subordinate resources, the incumbent is responsible for IT contracts and vendor management, provides expert consultation on complex, technical IT-related issues, and provides leadership and direction to a diverse group of state IT professionals and contract staff responsible for the development, implementation, and ongoing operations of the Authority's custom and commercial off-the-shelf (COTS) technologies.

The incumbent must be able to set direction and develop strategy, as well as, have a keen eye for detail. Strong communication skills are required.

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

All work will be accomplished in accordance with the State Administrative Manual (SAM) sections 4800 through 5953 and Sections 6700 through 6780; Statewide Information Management Manual (SIMM); California Department of Technology policies and procedures; the Authority's IT Standards; Desktop and Mobile Computing Policy, IT Security Policy; and the Department of Finance Budget Letters.

TYPICAL DUTIES:

The IT Solutions Division Chief provides leadership and management of Authority IT Staff, as well as direction and oversight of contracted personnel. Directly and through subordinate management resources, the IT Manager II is responsible for the following:

The following IT Domains are applicable to the incumbent's duties/tasks:
☒ Business Technology Management ☒ Information Technology Project Management
☒ Client Services ☒ Software Engineering
☐ Information Security Engineering ☐ System Engineering

Percentage   Job Description/Domain
Essential (E)/Marginal (M)

20% (E)   Enterprise Application Development and Support
- Provides direction, guidance, and leadership to staff or contracted personnel in implementing and maintaining custom and commercial applications.
- Establishes, maintains, and updates organizational goals and objectives by collaborating with IT Leadership to prioritize the technical direction of the Authority, using industry standard planning methodologies and protocols, to meet current and anticipated business needs.
- Ensures compliance with the Software Development Lifecycle (SDLC).

20% (E)   IT Project Delivery
- Provides direction, guidance, and leadership to staff or contracted personnel in completing information technology projects.
- Maintains IT Project Standards and ensures compliance with software development lifecycle best practices.
- Develops and maintains the IT Project Portfolio.
- Establishes customer service strategy and sets standard and tone to create and maintain a customer-focused operational team.

20% (E)   Contract/Vendor Management
- Develops IT solicitation documents and scopes of work; and ensures IT contract requests are created, submitted, and executed in accordance with IT and Authority policy.
- Monitors progress against scope, schedule, and budget.
- Identifies and documents performance or conformance issues, prepares plans to remediate, and maintain.
- Reviews contractor invoices for accuracy, completeness. Resolves errors and identifies disputes. Validates contract staff and hours worked against project reports, as appropriate.

- Establishes cost reporting to track invoices against contract/project budget
- Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM) and the California Government Code (GC).

20% (E) **IT Administration**

- Ensures IT procurement requests are created, submitted, and executed in accordance with IT and Authority policy
- Develops and maintains annual IT budget in conjunction with the Authority's Financial Office, tracks, monitors, and reports on IT spending.
- Ensures daily, weekly, monthly, and/or annual status reports and graphical reporting aids are completed and continually modified to inform on cost and spending trends.
- Develops the annual IT Cost Report to maintain compliance with the annual reporting requirements.
- Monitors software license and contract terms to ensure renewals are processed in a timely manner and compliance is maintained.
- Develops or updates the Software Management Plan to maintain compliance with annual reporting requirements.
- Develops and maintains an IT Asset Management program to ensure IT assets are appropriately managed, tracked, and disposed in accordance with state and IT policy.
- Collaborates with the CIO and others to develop the Authority's Agency Information Management strategy.
- Formulates and implements IT policies, procedures, and standards.

15% (E)   Administrative and Management
- Provide direction, guidance, and leadership to subordinate managers, staff, or contracted personnel in implementing and maintaining enterprise and security services.
- Foster an environment of teamwork and collaboration and recognizes and communicates individual and team accomplishments.
- Identify and document performance or conformance issues, develop improvement plans, provide opportunities for continuous learning.
- Contribute to workforce planning, budgeting, and succession planning.
- Collaborate with the CIO and other leadership on the development of an enterprise IT Governance Committee and participate in ongoing governance activities, as defined, and deemed necessary.

5% (E)   Other Duties.
- Represent the IT Office in meetings with Authority management and staff, oversight agencies, and external partners.
- Oversees and conducts analysis and writes reports on a number and variety of policy, planning and administrative issues to meet the policy formulation, planning, procurement, budget and personnel services needs of the department, utilizing inputs from staff, clients, peers and independent research in accordance with the direction of the Chief Information Officer, the Authority's executive management, and applicable sections of Statewide Administrative Manual, Statewide Information Management Manual, and Information Technology Management Memos.
- Maintain up to date knowledge about state policies and processes and industry best practices related to IT administration.
- Invest in personal development through continuous education to maintain position-related knowledge.
- Other duties as required.

KNOWLEDGE AND ABILITIES:

Knowledge of:
A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

The principles of personnel management, supervision, and training; the department's mission, policies, principles and practices; business management principles involved in strategic planning, resource allocation, leadership, coordination of people and resources; budget management; organizational roles and responsibilities and the ability

to tailor training appropriately; principles and practices of employee supervision, development, and training; a manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives and the processes available to meet equal employment objectives.

Development and application of technology in the current and future business environment; emerging technologies and their applications to business processes; policy development; and applications and implementation of information systems to meet organizational requirements.

Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Emerging technologies and their applications to business processes; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to:

Manage through subordinate supervisors; 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.

 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.

Research and identify best practice methods and processes to identify current and emerging trends in technology and recommend appropriate courses of action.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes.

DESIRABLE QUALIFICATIONS:

- Ability to establish and maintain cooperative working relationships with all levels of staff, management, and vendor partners; communicate effectively with executive

leadership, peers, end users, technical staff and partners, oversight agencies and other stakeholders;
- Ability to prepare or direct the preparation of clear and concise documentation (e.g., concept papers, statements of work, operations manuals, user guides, disaster recovery procedures, operational recovery plans, etc.);
- Ability to research and conduct analysis of technical solutions and provide recommendations that support the Authority's business needs and technical direction;
- Ability to meet business needs through innovative solutions in a fast-paced environment;
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment;
- Ability to communicate effectively (orally and in writing) in a clear and concise manner;
- Ability to communicate complex technical information in a manner easily understood by non-technical stakeholders;
- Knowledge and experience with the state IT Project Approval Process;
- Knowledge and experience with the state budget process;
- Demonstrate a service-oriented, customer relations-sensitive attitude;
- Aptitude and desire for continuous learning;
- Willingness to work excess hours to achieve business results.

SUPERVISION EXERCISED OVER OTHERS:

Directs a multi-disciplined staff consisting of subordinate managers, state and contracted technologists, at various levels who are responsible for the Authority's Information Technology enterprise applications, project delivery, and business operations.

PHYSICAL, MENTAL, AND EMOTIONAL ABILITIES:

The employee must be able to focus for long periods of time, multi-task, adapt to changes in priorities and complete tasks or projects with short notice. Incumbent will be required to use a computer, mouse and video display terminal and will be required to sit for long periods of time at a computer screen. The employee must develop and maintain cooperative working relationships and display respect for others in all contact opportunities.

WORK ENVIRONMENT:

Employee will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Employees may be required to travel outside of their work area to perform general tasks. Employee must carry a cell phone and respond to calls after hours to provide resolution to IT system problems or other urgent business needs. Wear a

properly fitted face covering that covers the nose and mouth, and practicing social distancing are required in the workplace.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Name of Employee: _____

Signature:	Date:

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

Name of Supervisor: _____

Signature:	Date: