STATE OF CALIFORNIA
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
DUTY STATEMENT

Employee Name	Classification	Position Number
	IT Manager I	016-190-1405-XXX

Division/Unit	Date
Administration / Information Technology Services	MM/DD/YY

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Deputy Director of Administrative Services, the Information Technology (IT) Manager I will serve as the Department's Chief Information Officer (CIO) and leader of the Information Technology Services Unit (ITS), which is responsible for the planning, implementation and maintenance of information systems supporting CSD programs and general operations. General responsibilities include planning, acquiring and operation of hardware, software and networks composing the department's Information Technology Infrastructure. The CIO develops policies and procedures in data processing, telecommunications and automated systems and ensures such policies and procedures are adequately documented and updated accordingly. Additionally, the CIO must possess a complete understanding of the Department's Strategic Plan and devises adaptive methods to align information technology resources with strategic plan objectives and priorities.

The ITS Unit is a multifunctional entity providing for the maintenance, development, operation and administration of all the Department's Information Technology (IT) functions. The CIO is responsible for representing the CSD in all IT related matters with other state departments, external stakeholder organizations, public and private entities and serves as a member of the department's Executive Management Team to ensure that the Directorate is fully aware of and approves major IT procurements, projects and security incidences of significant risk or importance. The CIO is the department's designated technology and IT project management expert providing vision and leadership for the development and implementation of IT initiatives and ensures IT projects are completed in accordance with state and federal mandates.

Essential Functions:

30%   Oversee the assessment, design, development and ongoing management of high-level enterprise application projects including: The Combined Output Reporting Engine (CORE), the Expenditure Activity Report (EARS) System, eCORE, and other CSD proprietary data systems. Establishes work plan priorities, allocates staff and other resources and monitors the overall progress of the Unit's analysis, development and support activities. Monitors the quality of application systems design, system life cycles and creates plans to direct the implementation of new

applications or technological solutions to meet CSD's mission, vision and goals. Apply direct project management principles and techniques to direct all staff activities, resources and consultants. Understand principles of enterprise architecture and utilize them to develop systems that meet the anticipated data needs of CSD. Develops policies on system development and maintenance and assumes primary responsibility for monitoring and evaluating the performance of enterprise systems and other business-critical application systems. Ensures maximum infrastructure availability and institutes the use of a skilled and trained Help Desk to meet the day-to-day needs of CSD system users.

30%   Provide leadership, direction, policy guidance, clarification, and technical assistance in the planning, transition to, and implementation of solutions required to meet current and future IT needs for the Department. Develop strategies required to meet current and future IT needs and provide support with particular emphasis on: content management, project planning, database technologies, IT best practices, emerging technologies, business intelligence, and data asset management. Develop a clear path forward for the replacement of outdated legacy systems and plan for a smooth transition to their replacements. Maintain and modify a governance structure that allows for best working relationships between ITS and its internal and external stakeholders. Perform assigned tasks as a member of CSD's Executive Team in the evaluation, development and implementation of organizational goals and objectives. Recommend the technology budget and any augmentation, direct information systems planning, and implement training plans. Provide strategic direction and oversight for the design, development, and operation of the IT systems and programs that fulfill the needs of the business, including enterprise architecture management, application management, security and risk management, and infrastructure and operations support management. Maintain CSD's technology operational recovery plans and establish guidelines for risk and security management.

25%   Provides oversight on major, complex development projects designed on various architectures including client server and hosted services. Perform studies of existing and emerging business problems and utilize adaptive application development strategies to accelerate the development and deployment of software solutions responsive to business needs and growth. Assume a direct interest in all cross-functional business analysis teams, including those involving outside stakeholder organizations, sister agencies and key partners. Develop and implement effective project management tools to assess progress of IT development efforts, deliver status report briefings to the CSD Executive Team and external stakeholders, and identify risks to project schedules, budgets and records. Advise unit managers in program planning by providing specific expertise on automation options and their impact while maintaining effective working relationships between CSD program areas and the ITS Unit.

10%   Manage, direct, and control the planning, development and maintenance activities for IT technical operations including the local area network, wide area network, server farm, and desktop support. Including responsibility for ensuring that appropriate organizational policies, procedures, and technical systems are in place in order to maintain compliance with all applicable laws, industry standards and practices and control agency directives. Represent CSD in IT matters with other Departments and Agencies, and City/County governments. Serves as a liaison to control entities (e.g. Health and Human Services Agency, Department of Finance, Department of Technology) to ensure CSD is in compliance with project and procurement expectations. Develop and manage all IT contracts and procurement activities. Maintain an awareness of industry trends and emerging technologies to meet the client's needs and ensure the highest quality services are provided. Serve as a liaison with all levels of management and staff, vendors, contractors, and external entities.

Marginal Functions:

5%   Other duties as assigned.

Supervision Received:

Receives general direction from the Deputy Director of Administrative Services of CSD.

Supervision Exercised:

The IT Manager I supervises an IT Supervisor II, IT Specialist IIs, and IT Specialist Is.

Administrative Responsibility:

Adhere to the laws, rules, policies, and procedures pertaining to Information Technology Services Unit (ITS) functions.

Personal Contacts:

The Information Technology Staff has contact with department management and staff, control agency representatives, other state agency personnel, technology vendors and local service provider staff.

Actions of Consequences:

Failure to use good judgement in data integrity and security could result in: access by unauthorized persons and/or inaccurate data used to make management decisions.

Job Requirements:

Ability to perform the essential functions of the job with or without reasonable accommodations including communicate effectively, comprehend, evaluate and follow instructions, and use personal computers.

Performance Expectations:

- Exercise initiative in recommending and/or implementing methods, procedures or policies that contribute to the efficient and effective operation of the ITS Unit.
- Communicate effectively both orally and in writing at all levels – contractors, vendors, department management, staff, and daily contacts.
- Administer Department goals and missions.
- Reason both logically and creatively, quantitively and qualitatively.
- Develop a well-established working relationship with internal and external customers.
- Demonstrate positive leadership qualities and develop the ability to generate enthusiasm for agency and divisional goals, policies, and projects.

Characteristics:

- **Customer Service** – Personifies CSD's number one objective, which is to provide clear, correct, courteous, complete, concise and competent services to all internal and external customers.
- **Leadership** – Possesses a natural ability and keen desire to manage projects and mentor and guide staff, as well as internal and external customers. Demonstrates and encourages creativity and proactive problem-solving.
- **Credibility and Integrity** – Understands internal and external customers and has a true desire to build credibility. Has a personal compass composed of clear principles. Demonstrates the highest professional and legal ethics.
- **Teamwork** – Cooperates and collaborates to achieve the department's mission, vision, and goals by leading and actively contributing to intradepartmental project teams.
- **Vision** – Understands both the internal and external context and mission of the Department. Shows an awareness of the Department's critical issues and anticipates and influences the future. Has the ability to organize for success.
- **Accountability** – Makes decisions and remains accountable for those decisions.
- **Reliability** – Understands the importance of meeting timelines and work priorities.
- **Staff Development** – To best serve both our internal and external customers, CSD's management team reflects, understands, and is sensitive to the diversity of the people we serve.

I have read and understand the duties assigned as described above.

YES,   NO

_____   _____   Can you perform the essential functions of the position with or without reasonable accommodation?

(If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from the Human Resource Office, Reasonable Accommodation Coordinator.)

_____   _____
Incumbent Signature   **Date**

_____   _____
Manager/Supervisor Signature   **Date**