☐ *CURRENT*
☒ *PROPOSED*

# DUTY STATEMENT

| DATE REVISED | | |
|---|---|---|
| RPA # | POSITION NUMBER (Agency - Unit - Class - Serial)<br>**065-652-1405-918** | CLASS TITLE<br>**INFORMATION TECHNOLOGY MANAGER I** |
| UNIT<br>**Infrastructure Services** | | WORKING TITLE<br>**INFORMATION TECHNOLOGY MANAGER I** |
| LOCATION (GEOGRAPHIC/REPORTING LOCATION)<br>**Birkmont Drive, Rancho Cordova** | | |

## EMPLOYEE INFORMATION

| EMPLOYEE NAME | | DATE APPOINTED |
|---|---|---|
| WORK SCHEDULE<br>**Monday through Friday** | WORK HOURS<br>**8:00 a.m. to 5:00 p.m.** | |

| TENURE<br>**PERM** | TIMEBASE<br>**FULL TIME** | CBID<br>**M01** | WWG<br>**E** | PROBATION<br>☐ **6 Months**  ☒ **12 Months**  ☐ **N/A** |
|---|---|---|---|---|

## VISION, MISSION, AND VALUES STATEMENT

Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.

## SUPERVISION EXERCISED:

This level supervises a number of subordinate staff in the Information Technology Supervisor I, Information Technology Supervisor II, and/or Information Technology Specialist II, and the Information Technology Specialist I classifications. Provides general administrative direction concerning assignments.

## GENERAL STATEMENT

The incumbent will function under the general direction of the Information Technology Manager II (ITS II), Infrastructure Services Section, Enterprise Information Services. The incumbent will be responsible for managing and overseeing the overall desktop engineering of the California Department of Corrections and Rehabilitation (CDCR). The incumbent is responsible for the acquisition, implementation, security and maintenance and support of CDCR's IT desktop device and virtual infrastructure to support and advance CDCR programs (both current and future). Management functions include, but are not limited to, assigning and coordinating the work related to service disruptions and incidents, hardware and software installation, the enforcement of IT standards, asset inventory management, problem management, reporting, and mobile (wireless) device administration for device and VDI access, as well as personnel related administration.

## DESCRIPTION OF DUTIES

| % of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first not to exceed 35%. *(Use additional sheet if necessary)* |
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| **50%** | **Direct workload through subordinate high-level technical staff** |

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|---|---|
| | • Defines responsibilities, assigns authority and creates staff accountability;<br>• Identifies and delegates work to be performed to optimize resources and skill sets; and<br>• Creates and maintains a working environment that encourages mutual cooperation between users and EIS staff;<br>• Performs resource management and ensures that resource utilization is tracked, monitored, and managed;<br>• Assist upper management in the development, implementation and enforcement of CDCR IT policies and standards;<br>• Initiate and/or recommend changes to promote innovative IT solutions to meet CDCR business needs; and<br>• Coordinate with internal and external entities to provide network services and resolve issues as needed. |
| **25%** | **Project Management**<br><br>• Participate in project meetings and provide technical advice and direction to the project team. Client/Customer/Sponsor interface: maintain open communications, cultivate customers confidence and cooperation;<br>• Assists team to identify potential project risks and mitigation;<br>• Performs project planning, initiation, and execution;<br>• Performs resource management and ensures that resource utilization is tracked, monitored, and managed;<br>• Resource Manager: Balances the needs of the project, customer, EIS, and CDCR;<br>• Manages conflicts;<br>• Clearly identify tasks and responsibilities; delegates, motivates, and evaluates;<br>• Manages responsibility and task interfaces;<br>• Team Deliverable Acceptor: Sets performance standards, seeks ways and means for productivity improvement, verifies milestone achievements, validates quality of deliverables against standards; and<br>• Delivery Executive: verifies/confirms continued validity of project constraints (scope, quality, schedule, cost). |
| **15%** | **Mentor and act as consultant for Department initiatives affecting network infrastructure**<br><br>• Organize, plan, and carry out projects to support the operations and maintenance of network server hardware and software. Participate and oversee data communications standards through effective use of Technical Architect resources;<br>• Understand business needs for data communications capacity and coordinate the development of solutions to meet business needs;<br>• Sets goals and objectives;<br>• Support Enterprise and individual division initiatives that rely on CDCR's enterprise Infrastructure to be successful; and<br>• Provide consultation and conceptual solutions |
| **5%** | **Research and Support of Unit's Core Technologies**<br><br>• Research and maintain knowledge of current and emerging technologies, trends and best practices. |
| **5%** | **Evaluate staff performance and outcomes and plan training**<br><br>• Ensure standard operating procedures are developed, maintained, and followed by subordinate staff. Measure and evaluate staff performance according to established criteria;<br>• Measure and evaluate projects and assignments according to established criteria;<br>• Assess who/what is successful and who/what needs improvement;<br>• Initiates corrective action for problem areas;<br>• Develop and update employees' Individual Development/Training Plans on an annual basis to ensure staff members are equipped with skills required to perform their duties; and<br>• Provide training to subordinate staff, customers and business partners when required. |

**VARIETY AND SCOPE OF RESPONSIBILITY**

| IT Domains Used: | |
|---|---|
| ☐ Business Technology Management | ☒ Information Technology Project Manager |
| ☒ Client Services | ☒ Software Engineering |
| ☐ Information Security Engineering | ☒ System Engineering |

## COMPLEXITY OF WORK

Work at this level requires many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. Assignments require an advanced level of organizational understanding and support of innovative technical pursuits. Decisions regarding the work to be done include largely undefined issues and elements. The work requires extensive probing and analysis to determine the nature and scope of the problems and continuing efforts to establish concepts, theories, or programs; or to resolve problems generally without established guidance. Incumbents demonstrate all the necessary qualities of effective project or function leadership and play a key role in the success in the department's use of IT and to the business as a whole. Incumbents also possess the general and technical competencies needed to train/mentor organization staff and customers in a complex technical area or process.

## RESPONSIBILITY FOR DECISIONS AND ACTIONS

At the Manager I level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions.

## PERSONAL CONTACTS/RELATIONSHIPS

Contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of IT issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.

## CONSEQUENCE OF ERROR

The consequence of error at the Manager I 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.

## SPECIAL REQUIREMENTS

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgement, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and state of health, consistent with the ability to perform the assigned duties of the class, Where the position required the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

| SUPERVISOR'S NAME (Print) | SUPERVISOR'S SIGNATURE | DATE |
|---|---|---|
| | | |

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

**The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.**

| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
|---|---|---|
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