

STATE OF CALIFORNIA
DUTY STATEMENT

CALIFORNIA PRISON INDUSTRY AUTHORITY

1. Institution/Division/Office Central Office/MIS/CALPIA	2. Unit/Industry Management Information Systems (MIS)	
3. Classification Title Information Technology Supervisor II	4. Proposed Incumbent (if known) Vacant	
5. Current Position Number (Agency-Unit-Class-Serial) 063-045-1404-001	6. Effective Date 7/6/2021	
<p>7. Briefly (1 or 2 sentences) describe the position's organization setting and major functions: Under the direction of the Chief Information Officer, The IT Supervisor II will oversee CALPIA's web content, Salesforce and IT project management personnel. The incumbent will ensure that CALPIA is maximizing efficiency and capitalizing on the full features and benefits of the Salesforce software system based on the various user group needs. The incumbent will need excellent technical and communication skills that can interface directly with internal stakeholders to understand their needs in order to administer and enhance the system accordingly. This position will serve as the project lead for the Salesforce application, promote user adoption, keep current on new releases and AppExchange solutions, provide training, and more.</p> <p>Work Schedule: Monday – Friday, 0800 – 1700</p>		
<p>8. Percentage (%) of time performing duties:</p> <p>40%</p> <p>25%</p> <p>15%</p>	<p>9. 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. (Use an additional page if necessary)</p> <p style="text-align: center;">ESSENTIAL FUNCTIONS</p> <p>Responsible for managing and enhancing CALPIA's Salesforce software applications, including: Proactively seeks out and identifies needed system changes: Manages system changes without interruption to the user; Communicates system changes to the users in advance so they understand the change and how to use it prior to implementation; Gathers requirements from end users; Modifies the system to increase benefits and usability; Manages all processes that impact / relate to Salesforce.com; Manages new releases of Salesforce and efficiently rolls out new features; Creates and maintains fields, views, reports, dashboards, campaigns and other Salesforce.com objects and functions; Creates custom objects when necessary; Handles on-going customization/alteration of Salesforce.com; Maintains, enhances and creates workflows, functions and configurations within the Salesforce.com environment; Provides support functions as needed; Provides sales and financial data to company executives. Provide Reports and Dashboard Creation and Maintenance: Creates and maintains reports, dashboards and public folders; Develops complex, macro driven reports to summarize system information for Senior Management.</p> <p>Provides administrative direction and manages professional staff engaged in IT project management and a variety of marketing and website functions. Oversees the successful execution of CALPIA's technology initiatives and the project managers leading these efforts. Ensures that project managers are adhering to the standards and guidelines set forth by the CALPIA Project Management Office (PMO). Additionally, oversees the CALPIA web content personnel, assists in the distribution of web content and social media project assignments to ensure the organization's marketing goals are met. Works closely with executives across the organization to ensure Salesforce-related initiatives are prioritized, objectives are well-defined and the successful implementation of new solutions across the platform.</p> <p>Responsible for maintaining System Security and Integrity: Maps Salesforce.com hierarchy and territories in response to personnel changes; Reassigns Accounts, Contacts, and Opportunities in response to personnel changes; Maintains security including sharing rules and security levels; Designs, creates and maintains user roles, profiles and hierarchies; Monitors application storage usage and archives data as needed.</p> <p>(Continued on Page Two)</p>	
<p>10. SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.</p>		
<p>11. DATE SUPERVISOR PROVIDED EMPLOYEE WITH A COPY OF THE DUTY STATEMENT:</p>		
<p>PRINT EMPLOYEE'S NAME Vacant</p>	<p>EMPLOYEE'S SIGNATURE</p>	<p>DATE</p>
<p>PRINT SUPERVISOR'S NAME Suzie Changus</p>	<p>SUPERVISOR'S SIGNATURE</p>	<p>DATE</p>
<p>HR APPROVAL KM 3/22/2021</p>		

<p>8. Percentage (%) of time performing duties:</p>	<p>9. 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.</p> <p>(Continued from Page One)</p> <p>15% Responsible for User Assistance, Training, Adoption and Satisfaction: Creates and delivers training to existing or new users/groups; Provides one on one training to end users on an on-going basis; Expands use of Salesforce.com – attends planning meetings, assists with Salesforce.com application roadmap based on user/business needs; Assists sales management with processes in Salesforce.com to help monitor activities, trends, sales and leads; Communicates regularly with user base regarding new features, enhancements and changes to the system; Monitors usage and mentor users/groups needing assistance; Continually seeks ways to further enhance the end-user experience; Acts as the organizational Subject Matter Expert for Salesforce.com. Process Creation, Documentation and Maintenance; Documents organizational processes and workflows; Develops process documentation and field maps; Creates new processes and associated reporting.</p> <p style="text-align: center;">MARGINAL FUNCTIONS</p> <p>5% Attends meetings and CALPIA factory tours to increase knowledge of CALPIA products and services. Participates in professional training programs and workshops to improve techniques and further develop Salesforce proficiency. Attends staff meetings, and other job-related duties as required. Other duties as assigned per classification.</p> <p style="text-align: center;">ADDITIONAL EXPECTATIONS</p> <p>This position requires that the incumbent work collaboratively with all PIA staff and provide excellent service to internal and external customers. Additional expectations of the role include (1) courteous and respectful communication with all levels of the organization, (2) accountability and completion of all assigned tasks and work products commensurate with the position classification, and (3) adherence to manager-approved work schedule.</p>
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