

DUTY STATEMENT

TECH 052 (REV. 02/2018)

MASTER

RPA NUMBER (HR USE ONLY)

21-003

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 7/19/21	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Information Technology Manager I
F. CURRENT POSITION NUMBER 695-362-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Infrastructure Services/Compute & Storage/Open Systems Storage		I. SUPERVISOR NAME AND CLASSIFICATION Sanjeev Singh, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services</p> <p><input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under general direction of the Compute & Storage Information Technology Manager II (IT Mgr II), the Information Technology Manager I (IT Mgr I) has full supervisory responsibility to plan, organize, and direct the work of the Open Systems Storage (OSS) staff. OSS is responsible for the successful daily operations of all the allocation and operational recovery systems in support of Open Systems storage services at all Office of Technology Services (OTech) locations. The IT Mgr I is responsible for managing storage provisioning, maintaining the operational recovery processes for all open systems storage services, and directing the development of new storage service offerings to customers in this functional area for all supported operating systems and platforms. The IT Mgr I is also responsible for directing and allocating staff resources, performing day-to-day supervisory activities for OSS, and establishing regular and frequent communications with internal and external customers in key service areas to establish a baseline for service level objectives.</p>
<p>% of time performing duties 25%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> • Provide management oversight for daily operation of storage and backup services. • Work in collaboration with OTech Technical staff to assure that the deployment of new services and technologies are accompanied by the appropriate storage services. • Participate as a team member or project leader on appropriate cross-functional projects of the highest complexity and scope, with statewide implications critical to the business success of OTech and our customers, and to advance the California Department of Technology (CDT) Strategic and Tactical Plans and improve customer service. • Develop work plans and implementation schedules for major open systems storage projects and act as a Project Manager of major storage projects. • Plan, budget, and participate in rate setting. • Evaluate new storage technologies and make recommendations for their use. • Plan for and refresh all the various storage systems as they reach end-of-life. • Support all the hardware and the software products used in the delivery of storage services. • Support the operational recovery processes for OSS. • Support the daily and weekly backup and restore processes.
<p>25%</p>	<ul style="list-style-type: none"> • Develop plans to accomplish OSS goals and objectives in accordance with the organizational mission and strategic plan. • Develop and update duty statements for unit employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and perform other management activities including adherence to the State's progressive discipline policy, which includes taking corrective or disciplinary action as necessary.

- Make informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established OTech administrative processes and procedures, and collective bargaining agreements.
- Ensure subordinate employees comply with all OTech policies, office standard operating procedures, and department and agency protocols.
- Coordinate personnel actions, develop staff training plans, and provide staff development, guidance, mentoring, feedback, and formal evaluations of individual team member performance to ensure customer and OTech business needs are met.
- Encourage team building, facilitate cross training, and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to employees.
- Provide opportunities for open communication and feedback regarding job performance and expectations.
- Create an environment that promotes open communications through regular staff meetings and personal behaviors.
- Manage the administrative processes of OSS, including authorizations for leave usage, overtime, training, and travel.
- Facilitate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements.
- Responsible for recruiting, selecting, placement, and development of personnel and management of vendor and consultant contracts.
- Provide support and training of staff that are identified as the Subject Matter Experts to the Open System Line of Business.

25%

- Serve as an active member of the OTech Management Team by contributing to management team decisions impacting OSS and CDT.
- Participate in the development of Infrastructure Services standards and procedures and ensure adherence.
- Communicate management team information to OSS team members and represent OSS in management team decisions.
- Provide a high level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload.

20%

- Address obstacles in providing good service and to exchange information relative to customer requests, customer needs, and service offerings.
- Using customer feedback and observations of team members, identify problems, delays or frustrations, which can be reduced or eliminated by modifying work processes, and determine ways to improve them.
- Interact with peers, both internal and external to OTech, at the highest technical levels, to design, implement and maintain service offerings of the highest caliber.
- Provide technical advice and assistance to OTech and customer management in support of data center services and customer applications.
- Develop new processes to improve the operations of storage services at OTech
- Provide support and resource allocation to work as a matrix service team for part of the Service Enhancement and Service POD effort
- Participate as part of service request reviews to understand customer requirements, timelines and scope for resource allocation of such efforts

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

Maintain personal computer files and data in an efficient and effective manner for both daily use and long term record keeping and inventory.

Work Environment Requirements

This position supports a work environment that functions 24 hours a day, 7 days a week.

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- May be required to carry a mobile device during working hours and off-shift work.
- May be required to be available for contact by the data center any time, day or night, and on weekends and holidays.
- Occasional after-hours contact by telephone is expected. May be on telephone stand-by or may occasionally need to be on site while the work is performed.

- Telework and remote access from home is probable.
- Occasional travel may be required to perform duties, attend training, and provide customer support.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr I receives general direction from the Compute & Storage IT Mgr II.

Actions and Consequences:

The IT Mgr I makes decisions of major impact on departmental Open Systems storage infrastructure, architecture, and services. All departmental services relying on the Open Systems storage infrastructure are dependent upon sound decisions and recommendations. Poor decisions and recommendations would have a negative impact on the successful daily operations of the allocation and operational recovery systems supporting Open Systems storage services at all OTech locations.

Personal Contacts:

The IT Mgr I works with OTech and client and vendor personnel, technical and managerial, at all levels.

Administrative and Supervisory Responsibilities: indicate "None" if this is a non-supervisory position.)

The IT Mgr I is responsible for planning, budgeting and participating in rate setting, recruiting, selecting, placement, and development of personnel, and management of vendor and consultant contracts.

Supervision Exercised:

The IT Mgr I has supervisory responsibility for the OSS staff.

Other Information

Desirable Qualifications: (List in order of importance.)

- Knowledge of ITIL ITSM based standards.
- Knowledge of Enterprise Storage and Backup technologies, solutions, and processes.
- Knowledge of OTech's incident, change, and problem management processes.
- Knowledge of service request processes.
- Experience installing and maintaining software in the Open Systems/Storage environment.
- Knowledge of IT project management practices and techniques.
- Ability to work with technical and management staff as well as vendors and customers.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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