



# Duty Statement

Classification: **Information Technology Manager II**

Position Number: **275-809-1406-001**

HCM#: **2107 JC-262713**

Branch/Section: **Information Technology Services Branch/ Technology Infrastructure Services Division/ Data Center**

Location: **Sacramento, CA**

Effective Date: **July 1, 2021**

Working Title: **Chief, Data Center**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised:  **Yes**  **No**

Information Technology Service Branch (ITSB) is a key member of the CalPERS executive management team and provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a Data Center, programming maintenance and development staff, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability in support of all of the CalPERS strategic business objectives.

Under administrative direction of Chief Technology Officer (CTO), the Information Technology Manager II serves as Chief of the CalPERS Data Center, which is comprised of the Network Management Services, Systems Engineering and Storage Management Unit, Windows Server Unit, Linux Servers Unit, Cloud Services Unit and Infrastructure Management Unit. The Data Center provides critical support services for CalPERS three major lines of businesses including Retirement, Health, and Investments. The Data Center Chief oversees one of the largest, most complex Data Centers in the State and has full management responsibility for policies, standards, processes, design, implementation, maintenance and operation of the CalPERS Data Center, the computer room at CalPERS Emergency Operation Center, Public Cloud Infrastructure, and other core infrastructure assets in collocated facilities. The Data Center Chief has full management responsibility for planning, organizing, coordinating, directing, and controlling the most critical and highly sensitive Data Center, public cloud and core infrastructure operations and interdepartmental infrastructure projects. The Data Center manager also focuses on providing innovative technology solutions to problems that can impact the future of the CalPERS Data Center by staying ahead of technology trends by research of current and future technologies. The Information Technology Manager II works primarily in the System Engineering domain.

## Essential Functions

45% Responsible for planning, organizing, directing, monitoring and controlling all activities associated with the administration and operations of the CalPERS Data Center through subordinate managers, including: Data and Voice Network Management, Windows Servers hosting, Infrastructure Management, Linux Server Administration, Public Cloud Services, Systems Engineering and Storage Management, CalPERS Server Virtualization, Systems and Performance Monitoring, Data Backup / Restoration and Disaster Recovery. Direct, plan, schedule, and prioritize leadership regarding the IT Data Center workload by setting goals and objectives for the various Data Center teams within each business area; develop and implement various division plans that meet business needs and succession-planning strategies that align with IT/Data Center

strategic goals, and business plans that support the growth and development needs of staff and stakeholders.

Develops budget, staffing, training, and spending plans within the Data Center to meet business needs and ITSB strategic objectives. Manages vendor relationships with hardware and software providers of Data Center technology, Cloud technology, core infrastructure and stays current on industry standards and trends. Responsible for ensuring compliance with CalPERS control standards and security mandates. Directs the Data Center projects/workload by setting goals and objectives for the project teams; develops programs to achieve those objectives; monitors and controls projects in accordance with established plans and schedules. Maintains working relationships with key control agencies, holding delegated authority for IT projects. Advises top level management regarding the progress of all business-related efforts within the Data Center, and direction of IT infrastructure projects.

25% As a member of the CalPERS Senior Management Team, has a major role in the formulation, implementation, and evaluation of departmental policies and has a broad authority for recommending and implementing division and branch-wide policies with significant impact on ITSB as it related to the Data Center framework. Holds a voting seat in information technology architecture and standards advisory committees. Provides leadership and direction in the development and implementation of IT strategic goals and objectives. Acts as Project Sponsor and in key stakeholder roles in major IT projects and work efforts. Sets policy and procedures related to Data Center and core infrastructure technologies and architecture, maintenance, and operations.

Responsible for hiring/assists in hiring, developing, and retaining a competent and professional staff that assures an adequate level of specialized analytical and technical expertise to support current and future CalPERS' needs and responsible for outlining performance expectations. Communicates ITSB, Division, team priorities and objectives to staff and facilitates feedback from staff. Ensures organizational policies and procedures are followed. Establishes work assignments, provides direction, and evaluates work quality and customer satisfaction. Creates and maintains a working environment that fosters skill development in staff, discovers and utilizes training opportunities, and provides developmental or corrective training as required. Ensures that an analytical and technical training program is developed, maintained, and executed. Monitors progress on assignments and takes appropriate action to ensure timely and successful completion. Motivates staff to achieve and sustain high performance; establishes and maintains proper staff recognition mechanisms.

25% Supports information technology business needs and operations by making strategy and policy recommendations on a broad spectrum of items related to implementing enterprise policies, procedures, and operational changes regarding technology impacting processes critical to CalPERS' critical business programs, operations, and services. Provides consultation and advice to CalPERS Chief Technology Officer (CTO), Senior Management, and Executive Staff.

Develops and implements enterprise policies that govern adoption of Data Center technology architecture, standards (i.e., hardware and software), IT quality assurance programs (testing and release management), and IT/Project governance processes within CalPERS. Develops and implements IT strategies related to alignment of technology with business direction and objectives, enterprise project portfolio management, IT performance measurements, future technology direction, and the migration of the existing technology environment to a new Service Orientate Architecture (SOA).

## **Marginal Functions**

5% Performs other managerial duties as required.

## Desirable Qualifications

- Knowledge and expertise managing a highly complex and sensitive data center/hybrid environment, policy development, and working closely with executive level staff
- Knowledge of principles, practices, and trends of public administration, including management, organization, planning, cost benefit analysis, budgeting, and project management
- Ability to plan, develop and implement technological solutions that are essential to CalPERS mission, and the delivery of critical services to CalPERS and its members.
- Knowledge and experience working with enterprise data backup and restore services
- Knowledge and experience working with IaaS, PaaS and SaaS environments
- Knowledge and experience working with public cloud vendors like Azure, AWS and GCP
- Knowledge and experience with Information Technology Infrastructure Library (ITIL) policies, procedures, and processes.
- Knowledge and experience with IT service management processes.
- Excellent leadership and strong collaboration skills.
- Ability to work in a fast-paced environment.
- Ability to organize and prioritize workload to meet demands.

## Working Conditions

Occasional after-hours work through remote phone support or on-site support during planned exercises, maintenance activities, incident response and management.

If employed, you may be subject to rules imposed by [Personal Trading Regulations](#) and [Conflict of Interest Code](#) that apply to CalPERS team members, which require disclosure of certain investment information and use of a designated trading platform for securities transactions, as well as filing a [Statement of Economic Interest \(Form 700\)](#).

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

## Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self

**Employee Name:**

**Employee Signature:** \_\_\_\_\_

**Date:**

I certify that the above accurately represent the duties of the position.

**Supervisor Signature:** \_\_\_\_\_

**Date:**