DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNOLOGY BUSINESS MANAGEMENT OFFICE

DUTY STATEMENT

JOB TITLE: Information Technology Manager I   **POSITION #:** 472-510-1405-001

WORKING TITLE: Chief, Technology Business Management Branch

EMPLOYEE: TBD

POSITION DESCRIPTION: The Chief, Technology Business Management Branch, the Information Technology Manager I (ITM I) is responsible for the management of the Technology Business Management Office staff ensuring that the customer receives the benefits associated with the services provided. Specifically, Service Desk, Acquisitions, and Budgets.

The position provides oversight and management for ITD administrative functions. They supervise, manage, and mentor subordinate supervisors and work with their teams to optimize processes. The individual responds to audits and ensures implementation and adherence to accepted improvement recommendations. The individual will work closely with the Administrative Division to achieve goals and participate in strategic planning efforts.

SUPERVISION EXERCISED: (2) IT Supervisor II

SUPERVISION RECEIVED: Deputy Director/Chief Information Officer

EXAMPLES OF DUTIES:

DOMAIN(S):		
	Business Technology Management:	critical skills
	IT Project Management:	moderate skills
	Client Services:	critical skills
	Software Engineering:	moderate skills
	System Engineering:	moderate skills
	Information Security Engineering:	moderate skills

Essential Job Functions:

30% Procurement
Directs and oversees all DDS IT procurement activities in support of the implementation, acquisition, maintenance, and operation of mission critical, complex IT applications and programs. Works with high-level technical experts and managers in IT and program areas to identify needs to procure all IT goods, services, telecommunications, software, hardware, maintenance, and renewals. Directs and makes recommendations for the continual improvement to develop and implement IT procurement policies, processes, procedures, and performance metrics for new systems and existing systems. Manages and oversees all IT procurement activities including but not limited to planning, solicitation, as well as contract execution, oversight, renewals, validation of spending authority and budget capacity. Approves analysis and recommendations for new IT

procurement requests by reviewing technical specifications for completeness, accuracy, and adherence to established enterprise capabilities, especially for telecommunications, hardware, and software. Works cooperatively with DDS Divisions, the California Health and Human Services Agency, Department of Technology, and Department of General Services on solicitations for good and services. Ensures adherence to State statutory, regulatory, budgetary, and control agency requirements for purchase of IT goods and services. Assesses and estimates current and forecasted needs for the most complex IT goods and services procurement activities.

15%   Budget Planning
Responsible for internal IT budget planning, allocation, expenditures, tracking, procedures, standards, and reporting. Monitors DDS/ITD contract burn rates and acts accordingly. Leads and directs staff responsible for internal ITD fiscal management functions. Interfaces with DDS Fiscal Management Branch and ITD. In coordination with Fiscal Management Branch plan and working with relevant ITD branches, organizes for completion all DDS IT budget documents such as budget change requests, budget component of Project Approval Lifecycle documents, and advanced planning documents. Oversees development of internal weekly and monthly budget reports to ITD managers and staff. Identifies, tracks, resolves, and reports on complex budget and contract issues, risks, and impacts. Develops and submits budget documentation in preparation for new fiscal year and year end.

15%   Invoice Processing
Manages and oversees ITD invoice processing. Ensures IT and telecommunications invoices are received and processed in a timely manner and paid according to State standards. Verifies goods and services received meet ITD standards and requirements as agreed upon. Ensures all actual expenditures are tracked and reconciled with budgeted allotments and encumbrances. Ensures invoices are paid in a timely manner, according to State standards. Develops and monitors weekly and monthly reports on invoice receipts and aging, total expenditures and current workload inventory. Directs continual improvement to develop and implement IT invoice processing policies, processes, procedures, and performance metrics.

15%   Leadership/Supervisory Role
- Encourage team building across all service delivery teams; facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.
- Mentor staff and ensure that training opportunities are available to assist in developing technically skilled staff. Responsible for setting and communicating standards of performance for all team members.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with CDT and state policies, personnel-related laws, rules, established Department administrative processes and procedures, and collective bargaining agreements.
- Develop and update duty statements as needed; establish performance expectations; Work with supervisors on all individual development plans annually; ensure the completion of probationary reports on a timely basis; and other performance management activities, including adherence to the State's progressive discipline policy, which may include corrective or disciplinary action.

10%   Service Desk
- Responsible for ensuring the staff are meeting and exceeding expectations with regard to performance, meeting defined metrics/benchmarks, and that standards and processes are followed to provide effective customer service and meet requirements.

10%   Enterprise Architecture
- Provide managerial oversight to the Enterprise Architecture Supervisor II. Work closely with the Chief Technology Officer, who has technical lead responsibility for this team.

Marginal Job Functions:

5%   Other Duties
Complete other required duties within the scope of this position.

WORKING CONDITIONS:
- Open-spaced partitioned offices
- Occasionally required to move and transport objects weighing up to 25 pounds
- May require 24x7 on-call support responsibility as well as weekend support
- Occasional travel up to 10% for overnight or day trips for covered California locations

DESIRABLE QUALIFICATIONS:
The Chief, Technology Business Management Branch must possess the following skills/abilities in order to perform the essential functions of the position:
- 10+ years of related experience in the IT Finance industry - including 5+ years' experience in financial reporting, financial planning, strategic planning and/or annual budgeting
- 5+ years of management skills with a passion for, and demonstrated experience in, inspiring and developing individuals to meet their highest level of potential
- Proven knowledge of vendor management, strategic planning and execution, project management, and best practices implementation
- Experience with IT disciplines e.g., infrastructure, servers, networks, databases, applications, etc. Understanding of SW/HW acquisition, maintenance, support models - e.g., on-prem, hybrid, cloud
- Demonstrated cross functional teamwork and collaboration
- Establishes and maintains a working environment conducive to positive morale, individual style, quality, creativity, and teamwork
- Effective written communication and presentation skills; ability to persuade and influence others
- Ability to measure and communicate proposed project benefits; experience building and presenting business cases

CERTIFICATION OR LICENSE: N/A