

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 8/16/2021	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE DevOps Manager
F. CURRENT POSITION NUMBER 695-311-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Enterprise Technology/Technology Innovation Services/DevOps Engineering - Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Vacant, Chief Product Officer (IT Mgr II)
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY/8:00AM-5:00PM/DAY	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" 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 checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the general direction of the Information Technology Manager II (IT Mgr II), the Information Technology Manager I (IT Mgr I) has full responsibility for managing the DevOps Engineering team. The primary area of responsibility for the team is to ensure the successful execution of all Office of Enterprise Technology (OET) and other business requests for this team, including DevOps /Agile Consulting, Security/Infrastructure/Configuration Management, Automation for "Build and Release" Engineering, Site and Infrastructure Reliability, Facilitation of Automated Testing. The IT Mgr I is responsible for the hiring process for DevOps Engineering, makes recommendations for training needs, and is responsible for standards, policies, procedures, and business process improvements.</p>
<p>% of time performing duties</p> <p>40%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>The IT Mgr I will plan, organize, and direct all the activities of the Section.</p> <p>Program Development and Oversight - The IT Mgr I directs the development of the infrastructure development services to ensure cost-effective and technologically sound services.</p> <ul style="list-style-type: none"> Collaborate with Development, Architecture/Engineering, and Operations at all levels to foster successful partnerships critical to the design, development, testing, and implementation of the DevOps process for delivery of solutions at OET. Drive initiatives to help introduce or improve DevOps capabilities that leverage productivity for scalable deployment and automated workflow capabilities. Work directly with development teams to understand their needs, provide recommendations on infrastructure, DevOps toolchain design, and then drive implementation. Clearly understand business and technology dependencies and work with cross-functional teams to deliver products on time. Ensure system integrity through all phases of the system development lifecycle. Provide planning direction to team leads and follow-up on all projects. As required by OET's customers, plan, manage and coordinate the installation and maintenance of complex application systems using customer's schedules, vendor requirements, and department standards and policies as guidelines. Oversee the tools and methods necessary to meet service level objectives of DevOps Engineering. Serve as a subject matter expert on application development teams or groups, representing OET.

- Work with staff and others throughout the California Department of Technology (CDT) to establish performance metrics and service models to provide timely and sustainable services.
- Track and report to upper management on progress to ensure work assignments are completed in a timely manner.
- Integrate new and best practice software tools/method that will support, enhance and grow OET's current CI and CD capabilities.
- Research, implement, and share best practices for configuration management, Infrastructure as Code, and managing distributed systems.

30%

Program Management – Perform day-to-day management activities of DevOps Engineering.

- Develop and update duty statements for DevOps employees as needed, establish performance expectations and other work requirements; complete a Performance Appraisal Summary annually, complete probationary reports on a timely basis; manage performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.
- Ensure subordinate employees comply with all OET policies, standard office operating procedures, and department protocols.
- Responsible for organizing activities in support of the organization's strategic direction, by creating short and long-term plans to include measurable goals and objectives for the program.
- Encourage team building, facilitate cross-training and promote continuous improvement. Implement motivation techniques, promote and provide training for employees, and create a positive climate for change.
- Proactively identify impediments and appropriately resolve using network of peers and formal channels.

Team Management – Manage and report on other technical projects as requested.

- Lead and facilitate teams to meet business and technical objectives, resolve conflicts, and document outcomes to ensure smooth progress on department initiatives.
- Work with the team to organize workload by defining epics, creating user stories, identifying tasks, providing estimates, and executing to meet scheduled targets.
- Utilize team feedback and provide metrics (velocity trends, backlog health, quality, and delivery rate) to identify areas of opportunity and works with the team to encourage continuous improvements.
- Integrate Agile & Lean principles into team practices and work products.
- Lead and mentor a growing DevOps team.
- Work cohesively with matrixed teams.

25%

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

The IT Mgr I will attend and/or conduct staff meetings which include:

- Attend the weekly Managers staff meeting. This includes the preparation of a weekly report on all DevOps activities.
- Conduct a weekly DevOps staff meeting and keep upper management updated on events and discussions held.
- Make presentations before customers, staff, and CDT management on DevOps' projects, as needed.
- Act as cost center manager for application development projects. Assist in the training and development of staff regarding research, analysis, and product installation designs and projects.

5%

Work Environment Requirements

- The IT Mgr I supports a critical infrastructure team for OET applications that run 7X24 and, therefore, may need to work off hours as needed.
- Required to carry and be responsive via a mobile device.
- May be required to travel for training and to other departmental sites in the greater Sacramento area.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Manager I receives broad administrative and policy direction from the Information Technology Manager II. This position requires the incumbent to utilize creativity and ingenuity for developing and analyzing various administrations and applications.

Actions and Consequences:

Decisions and recommendations made by the IT Mgr I have severe and significant economic impact to client programs and IT systems. The consequence of the poor decision, judgment, or advice may have a negative or severe impact on the reputation of CDT and client confidence in the services provided by CDT and a negative effect on the budgets of clients and CDT.

Personal Contacts:

The IT Mgr I works closely with all levels of staff and management in OET and Office of Technology Services. In addition, the IT Mgr I will work closely with, executive staff, outside customers and vendors. The IT Mgr I also will have personal contact with administrative staff to discuss budgetary, personnel, and procurement issues. The IT Mgr I must also prepare and present thorough overviews/demonstrations of various applications to customers and staff.

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

The IT Mgr I is responsible for developing and monitoring program goals and objectives, as well as budget. The IT Mgr I is responsible for day-to-day operations, personnel development, and oversight of vendors and consultant contracts.

Supervision Exercised:

The IT Mgr I will act as the DevOps Manager and will have full supervision and management responsibility for staff.

Other Information

Desirable Qualifications: (List in order of importance.)

- Possess strong project management skills.
- Experience designing and implementing secure automation solutions for development, testing, and high- availability production environments in either public or private cloud technologies (e.g. AWS, Azure, GCP, OpenStack etc.) and experience with network, security, deployment, automation, serverless technologies.
- Experience working with agile development teams in continuous integration / continuous release cycles model such as DevOps Build Server, Ansible, Circle CI, Jenkins, and Puppet to maximize efficiency.
- Experience with cloud platforms, virtualized platforms container systems (Docker) and container orchestration (e.g., EC2 Container Service, Kubernetes, OpenShift etc.).
- /Experience with Logging and Monitoring (e.g. Splunk, Kibana, Monitis, CloudWatch, New Relic, SolarWinds, Datadog, etc.)
- Experience in infrastructure automation/Configuration Management, including but not limited to: Ansible, CloudFormation, PowerShell, Terraform, Chef, Puppet, Vagrant and Azure Resource Manager.
- Be able to work independently, direct the activities of teams, maintain schedules, and bring projects to a timely closure.
- Knowledge of CDT business areas.
- Excellent communication and customer service skills are essential.
- Knowledge of project management best practices.

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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