

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES

POSITION DUTY STATEMENT

BU: 2, 7, & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Manger II	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Information Technology Enterprise Technology Services	POSITION NUMBER: 163-1406-xxx	CBID: M01
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE): N/A	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Beth Cousins	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

1. SUPERVISION RECEIVED:
Under administrative direction, the Information Technology Manager II (ITM II) is under the Chief Information Officer.
2. SUPERVISION EXERCISED:
The ITM II is responsible for direct supervision of an IT Manager I, IT Supervisor II, IT Specialist IIIs, IT Specialist IIs and IT Specialist Is. In addition, the ITM II is responsible for the work performed by a varying number of consultants as needed.
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES)
Physical tasks include sitting for extended periods at a computer workstation in an office setting with artificial light and temperature control. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in the event of an emergency. Ability to use a personal computer and telephone is essential; as the majority of the work is performed in utilizing these tools. Travel in automobile, commercial aircraft and public transportation. Must be able to lift computer equipment and related items that weight up to 50 pounds.
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
Incumbent will have direct contact with state agency directors, department managers and supervisors, employees of Cal OES, other state agencies, and the federal government relating to enterprise technology services within Cal OES and during emergency operations. This position may act as a liaison with outside contractors and vendors who are providing goods or services to Cal OES. Direct contact with the Department of Technology to report on regular status and IT reporting requirements.
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
Cal OES is responsible for disaster response, planning, preparedness and training. This position holds a high-level responsibility for the security and integrity of information throughout the Agency. Failure to effectively perform the duties of the position could result in failure of telecommunications and technology systems, which can result in an inability to respond timely to and recover from emergencies. The effects could threaten life and property within the State of California.
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When requested to fill an operational assignment and until demobilized, the following duties will be performed and your regular duties may temporarily cease:

When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.

Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
 required to participate in emergency drills, training and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific “position” and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the administrative direction of the Chief Information Officer, the IT Manager II, Enterprise Technology Services Manager, provides leadership to the Client Services Division, Administration Division, and the Infrastructure team. The ITM II has broad authority for developing, recommending, and directing Information Technology (IT) strategic directives, strategies, policies, procedures, and operational changes that enable the identification and alignment of client services, administration, and infrastructure activities, projects, and services within Cal OES' current and future needs to prepare for, respond to, and recover from disasters. The position is responsible for managing, organizing, directing, and coordinating highly complex activities related to the support of mission-critical and highly sensitive projects and applications.

Percent of Time	ESSENTIAL FUNCTIONS
40%	<p>(E) DAY-TO-DAY MANAGEMENT ACTIVITIES Responsible for planning, organizing, directing, monitoring, and controlling multiple critical and highly complex assignments associated with the Enterprise Technology Services Branch operations. Direct daily operations of the Client Services Division, Administration Division and Infrastructure team analyzing workflow, establishing priorities, developing standards, and setting deadlines. Meet with Cal OES leadership, vendors, and others to collaborate on opportunities and resolving problems. Review project plans to plan and coordinate project activity. Assign and review the work of IT Manager I, IT Supervisor II, IT system architects, engineers, and analysts. Provide partners with technical support for system issues. Develop IT resources, providing for client hardware and software; procurement, budgeting, contract, and vendor management; infrastructure services including networks, servers, storage, operating systems, database, system integration and virtualization; strategic computing and disaster recovery. Initiate, develop, and maintain positive professional relationships across the organization.</p>
35%	<p>(E) RESOURCE MANAGEMENT Manages IT resources according to the Cal OES's priorities and needs, including activities such as IT policy and program development, IT portfolio management, IT budgeting and procurement, service performance management, process reengineering, business analysis, research and development, strategic planning, user experience, content design, and product and delivery strategy. Perform analysis on processes, workloads, operational services, partner relations, and communicate with partners to identify issues, problems, and opportunities. Performs research related to technology and procurement trends and best practices, using industry-standard methodologies to perform analysis.</p>

10%	<p>(E) BUSINESS ACUMEN AND RESEARCH The incumbent must be knowledgeable in all Cal OES programs, and understand management's information technology and security needs. Stay current with industry development of new products, software, hardware, communications, remote conferencing, and other technologies relevant to the functions and conduct independent research and analysis to determine cost-benefit for new technologies and information security approaches for Cal OES business and program needs.</p>
10%	<p>(E) PEOPLE LEADERSHIP The incumbent must inspire personal credibility through authenticity, confidence, consistency, courage, decisiveness, generosity, honesty, integrity, and judgment. Promote collaboration and teamwork. Appreciate and foster open communication by creating an environment in which people can share their ideas and opinions. Constructively manage conflict in a way that relationships are preserved. Establish and maintain relationships that are positive and respectful.</p>
<i>Percent of Time</i>	MARGINAL FUNCTIONS
5%	<p>Other Related Duties as Required The incumbent will perform other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional responsibilities may include, but not be limited to (a) assisting where needed within the program, which may consist of special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e., completion of timesheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
<p>ADDITIONAL REQUIREMENT</p> <p>Incumbent shall obtain a SECRET level security clearance within six months of hire date and maintain the clearance as a condition of employment.</p>	

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title