PROPOSED

RPA NUMBER (HR USE ONLY)

21-078

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 9/3/21	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME

D. CIVIL SERVICE CLASSIFICATION Information Technology Manager II	E. POSITION WORKING TITLE Chief, Statewide Technology Policy
F. CURRENT POSITION NUMBER 695-432-1406-002	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Policy/Statewide IT Policy Office/West Sacramento	I. SUPERVISOR NAME AND CLASSIFICATION Russ Nichols, Chief Deputy Director

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY / 8:00 AM-5:00 PM	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO DRIVING AN AUTOMOBILE ☐ YES ☒ 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).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☐ IT Project Management   ☐ Client Services
☐ Information Security Engineering   ☐ Software Engineering   ☐ System Engineering

Organizational Setting and Major Functions

Under the administrative direction of the Chief Deputy Director, the Information Technology Manager II (IT Mgr II) exercises independent responsibility in managing complex, statewide information technology (IT) policy development projects, and develops policies to support and implement IT throughout the State of California. The IT Mgr II serves as an advisor to executive management and coordinates significant IT policy activities in State government and with external entities. In addition, the IT Mgr II manages the outreach and education regarding major IT policies and practices, statewide performance management as it relates to the State Information Technology Strategic Plan, the Department of Technology's portions of the State Administrative Manual (SAM), State Contracting Manual (SCM), and the Statewide Information Management Manual (SIMM) and their respective Web pages. The IT Mgr II also supports the Director, Executive Office and Executive Management Team by performing a variety of special projects involving coordination of program direction between various divisions.

% of time performing duties 35%

Essential Functions
Policy Development:

- Identifies major statewide policy directives for near-term (three to five years) and long term (five to 10 years) planning purposes. Independently formulates and develops statewide IT policies, manages policy development projects, and ensures they are aligned with the State's IT strategic goals.
- Conducts research and analysis; drafts policy and associated supporting documents and materials, and manages the review and vetting process prior to publishing.
- Make recommendations for actions, process improvements, and policy on major IT issues impacting the State of California (e.g., IT security, IT oversight, IT project management, IT governance, cloud services, IT procurement and telecommunications, etc.). Facilitates and recommends the framework, standards, enforcement, and compliance strategies for new and evolving technology other sensitive IT-related activities.
- Provides briefings to the Agency Secretary, the Department of Technology's Director and Chief Deputy Director as needed, and consults with other offices and divisions within the Department of Technology, other state agencies, and external entities including the private sector, ensuring policies include consideration of the effect of their implementation.
- Works collaboratively with Agency Information Officers (AIOs), Chief Information Officers (CIOs), and technical staff throughout the State of California. Ensures Agencies/state entities provide input on draft policies and feedback, action items and decisions are captured and resolved.

Education and Outreach:

20%

- Provides education and outreach regarding the Department of Technology's policy direction and implementation to the highest levels of state staff, both within and outside of the Department of Technology using various communication strategies. Communication strategies include but are not limited to, use of the Department of Technology's website, webinars, classroom-style training, presentations, memoranda, and e-mail.
- Develops, and coordinates training relative to technical assistance, surveys, data and tools used by the department.
- Communicates with all levels of government and the private sectors on their appropriate roles and responsibilities.

Performance Management:

20%

- Develops and establishes performance metrics, program management and improvement processes to ensure the efficiency and effectiveness of the State's IT program.
- Manages statewide technology performance management processes to track and report progress towards strategic goals and objectives.
- Coordinates activities and collects metrics from Agencies/state entities to track and measure performance.

SAM, SIMM, SCM Management:

10%

- Updates and revises the SAM, SIMM, and their associated web pages; reviews the impact on the SAM and the SIMM for each policy being developed or updated, and develops the changes required. Updates and revises the SCM related to IT procurement.
- Coordinates with the Department of General Services for SAM and SCM changes and coordinates with the Department of Technology's Legislative, Legal and Communications Deputy Director for SIMM changes.
- Identifies and develops as appropriate improvements to the SAM, SCM, and the SIMM to ensure they are effective tools and without barriers to ease of use.
- Develops process improvements for project and other IT reporting required from state agencies, and develops instructions on how to implement IT policy.

Supervision:

10%

Perform day-to-day management activities for the Policy/Statewide Strategic Planning Office

- Develop plans to accomplish Branch goals and objectives in accordance with organizational mission and strategic goals, and support and advocate management's philosophy, policies, and procedures.
- Evaluate supervisors on completion of their supervisory responsibilities; develop and update duty statements as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established CDT administrative processes and procedures, and collective bargaining agreements.
- Ensure unit supervisors comply with all CDT policies, office standard operating procedures, and department agency protocols.
- Encourage unit team building, facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to office supervisors and staff.

5%

Marginal Functions

- Monitors and maintains the Policy Website, which includes SAM, SIMM, SCM and Technology Letters) within the Department of Technology's internet website.
- Monitors and maintains policy office intranet (SharePoint) site(s), as needed.
- Other related duties.

Work Environment Requirements

- Must be proficient with a personal computer with expert knowledge of the full range of Microsoft Office Suite.
- Must maintain consistent, predictable attendance within the office.
- May be required to work outside of normal business hours and carry a mobile phone.
- Must be able to travel to meetings at various locations within the greater Sacramento area.

Allocation Factors (Complete each of the following factors.)

Supervision Received:
The IT Mgr II receives administrative direction from the Chief Deputy Director.

Actions and Consequences:
The IT Mgr II manages the development of IT policies and procedures that are used throughout State government and are implemented statewide. Errors in research, documentation, and/or recommendations could result in inconsistent implementation by state entities, re-work or revision of published material, and public embarrassment to the Department of Technology and the State of California and potential public and media scrutiny. Consequently, accuracy and attention to detail are of paramount importance. In addition, it is critical that the IT Mgr II maintain a high level of professionalism, diplomacy, and tact as this position must be able to successfully communicate with individuals from the general public, private sector, and high-level executives within State government

Personal Contacts:
The IT Mgr II will interact with all levels of staff including the Agency Secretary, Department Executives, Agency and Department Chief Information Officers and IT Project Managers.

Administrative and Supervisory Responsibilities:
The IT Mgr II manages all aspects of the specified IT policy.

Supervision Exercised:
The IT Mgr II directly supervises staff and serves as a project leader over IT projects and initiatives with significant statewide impact, which may include leading and directing others on committees, task forces, or working groups.

Other Information

Desirable Qualifications: (List in order of importance.)
The incumbent should possess:

- Extensive knowledge and experience formulating statewide technology policy, assessing impact and overseeing implementation throughout state government.
- A strong understanding of information technology policy, information security, procurement, and enterprise architecture standards.
- A very broad but expert knowledge of principles of IT Project Management, approval and oversight processes for IT projects, and the Systems Development Life Cycle.
- Experience obtaining buy-in and providing leadership to a large group of multi-disciplinary team members that do not report directly to the incumbent. Proven track record of gaining the confidence and trust of individuals in key positions.
- Demonstrated ability to establish and maintain effective, cooperative, and beneficial working relationships on behalf of the Department of Technology with state and federal governmental agencies and the vendor community, as it relates to information technology policy.
- A high degree of initiative, independence of action, and originality; demonstrate tact and good independent judgment; communicate effectively.
- Ability to adapt easily to changing priorities and effectively handle stress while working under pressure to meet deadlines.
- Ability to lead a team of employees and/or working groups.

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

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
Russ Nichols		