DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

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 3/4/21	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME

D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I	E. POSITION WORKING TITLE Manager, Data Operations and Analytics
F. CURRENT POSITION NUMBER 695-540-1414-005	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-540-1405-xxx
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Enterprise Technology / Data & Geospatial Services / Data Operations & Analytics / Rancho Cordova PG1.3	I. SUPERVISOR NAME AND CLASSIFICATION Isaac Cabrera, IT Manager II

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM – 5:00PM	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

The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. CDT's Office of Enterprise Technology (OET) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms and technology (such as GIS/Open Data, Web Portals, Software Engineering and Open Source code curation) for organizations to provide innovative digital services.

Under the general direction of the Information Technology Manager II (IT Mgr II) over Data and Geospatial Services, the Information Technology Manager I (IT Mgr I) serves as manager over the Data Operations and Analytics program. The IT Mgr I plays a key role in the State of California's digital transformation and helps ensure positive digital experiences for the people of California. The IT Mgr I is responsible for building and fostering the Data Analytics and Data Engineering teams and providing guidance and supervision of projects and staff.

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

Manage Data Engineering and Analytics Services:

% of time performing duties
60%

- Supervise staff activities and provide direction for the delivery of data analytics and engineering services.
- Drive strategic analytics and business intelligence solutions with internal stakeholders, external partners and other State leadership teams.
- Oversee the implementation and operation of modern data warehousing technologies and column-oriented storage systems.
- Lead complex data management activities, including data modeling, data mining, data warehouses, data lakes, ETL, and data visualization.
- Review and reconcile monthly cost center expense report and periodically review, if needed, existing service rates and define rates for new services.
- Ensure team processes and procedures are all well documented and centrally accessible to team staff and, if applicable, to other CDT support staff.
- Engage communities of practice that promote statewide strategies, policies and standards around web solutions and development.

Manage Data Operations:

% of time performing duties 35%	• Ensure team personnel consistently adhere to CDT's change management process and other operational policies and procedures to deliver predictable high-quality results and services. • Ensure operational procedures for maintenance of data platforms are documented and current. • Define procedures for incident and problem escalation, including escalation to vendors, identify and coordinate technical resources for timely incident and problem resolution. • Monitor progress of Help Desk tickets assigned to the team, verify tickets are updated appropriately and are resolved in a timely manner. • Ensure installed software are maintained at vendor-supported versions and patched regularly. • Ensure software support administrators and developers comply with all CDT IT security policies and procedures and respond to security scan findings in a timely manner. **Managerial Activities:** • Manage and coordinate assignments for technical staff based on CDT priority, staff experience and skill levels, complexity assessments of projects, specialized skills and resource availability. • Develop and update duty statements as needed; establish performance expectations; complete individual development plans annually; complete probationary reports on a timely basis. • Complete performance management activities and adhere to the State's progressive discipline policy, which may include corrective or disciplinary action. • Ensure that staff comply with CDT's policies, office standard operating procedures and protocols. • Encourage team building, facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training and create a positive working environment. • Participate in working sessions with management team in the development of goals and objectives in accordance with organizational mission and strategic goals; support and advocate management's philosophy, policies and procedures. • Coordinates workload with staff ensuring equal distribution of assignments and ensures that priorities are well defined and communicated, while escalating issues and risks appropriately with recommended mitigations.
% of time performing duties 5%	**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.) • Other related duties as required. **Work Environment Requirements** • During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12-hour shifts, and/or off-site and occasionally out-of-town. • May be required to work outside of normal work schedule. • May be required to carry and respond to cell phone or mobile device in a timely manner. • Travel to internal and external customer locations for meetings is required. • Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). **Allocation Factors** (Complete each of the following factors.) <u>**Supervision Received:**</u> The IT Mgr I receives broad administrative and general policy direction from the IT Mgr II. The IT Mgr II will provide specific instruction on tasks, deliverables, and deadlines. The incumbent will provide project status reports on an as needed basis and participate in scheduled meetings. Reports will give updates on progress on assignments, details of special system problems, deadline conflicts and resource constraints. <u>**Actions and Consequences:**</u> The IT Mgr I is responsible for making recommendations to executives, decisions for projects, and outputs. The is also responsible for program, project, and staff decisions and actions. The

incumbent will function with a high degree of independence and is required to have accurate prioritization skills, excellent organizational skills, excellent communication, and problem assessment and resolution skills. The incumbent must be aware of, and able to properly apply, all applicable state rules, regulations, laws, processes and procedures to each functional area of responsibility.

Poor decision making or failure to make correct recommendations would adversely impact the delivery and support of high visibility statewide initiatives. Consequence of error may have statewide and enterprise-wide impacts including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

Personal Contacts:
The IT Mgr I will interact with CDT customers, OET management and technical staff, Customer Engagement Services staff, vendors, Governor's Office (GO) representatives, other customers and the statewide data community. The incumbent will perform all interpersonal interaction in a professional and courteous manner. The incumbent routinely interacts with customers, system users, and technical staff, frequently with OET service managers and management, and occasionally with high-level Executives. Business interactions are to coordinate and perform problem solving and to discuss business and system requirements, platform configuration, and operation procedures. The incumbent is required to tailor communications, both orally and in writing, to the appropriate technical level depending on the audience including management, peers, subordinates and customers at all levels.

Administrative and Supervisory Responsibilities: **(Indicate "None" if this is a non-supervisory position.)**
The is responsible for the daily supervision of matters pertaining to the Data Engineering and Data Analytics teams through delegating and reviewing work priority, work products, personnel assignment and staff development.

Supervision Exercised:
The IT Mgr I will act as the Team Manager and will have full supervision and management responsibility for staff. It is expected that the incumbent interpret directions and coordinate, organize, plan, assign/provide direction to staff, and facilitate the implementation of directions, projects and assignments.

Other Information

Desirable Qualifications: **(List in order of importance.)**
The IT Mgr I must possess the following skills/abilities in order to perform the essential functions of the position:
- A bachelor's degree from an accredited college or university in Computer Sciences, Information Technology (or a closely related field) is desired. A Master's degree preferred.
- Familiarity with modern data warehousing technologies and column-oriented storage systems.
- Extensive hands-on experience with all aspects of data management including data modeling, data mining, data warehouses, data lakes, ETL, and data visualization.
- Knowledge of product management processes and techniques including product roadmaps, requirements, user research, and performance tracking.
- Knowledge and demonstrated experience utilizing leading Data Engineering and Data Analytics projects
- Knowledge and demonstrated experience implementing Data Engineering and Data Analytics software and applications.
- Knowledge of testing methodologies and practices including demonstrated experience-performing testing for technology applications.
- Strong leadership and management team experience demonstrating an ability to create clear goals and expectations, encourage leadership, use sound judgement in managing complex and varied programs.
- Knowledge of organization and functions of California State government including the organization and practices of Control Agencies, Legislature and the Executive Branch.

- Application of principles and practices of technology and non-technology project management.
- Knowledge of system design and applications development life cycle practices and principles.
- Knowledge of the principles of IT organizational and financial management.
- Knowledge of the methods, processes and techniques of IT Governance
- Willingness to accept challenges and manage multiple projects simultaneously.
- Possess a clear understanding and knowledge of state government and issues critical to the state including, but not limited to, climate change, natural disaster, smart growth, infrastructure development and homelessness.
- Ability to establish and maintain effective and beneficial relationships on behalf of the State of California with state, local and Federal governments, regional stakeholders, non-governmental organizations and the vendor community as it relates to web and digital platform technologies and policy.
- Proven experience developing and implementing initiatives, standards, policies and best practices for the creation, maintenance and effective application of high-quality, web and digital platform technology.
- Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills and the ability to represent the CDT to stakeholders, key customers and internal staff.
- Ability to plan, organize, facilitate, and coordinate multiple high visibility projects operating under strict guidelines and timeframes.

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