



**DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT**

718-1405-002

ACTIVE

CURRENT
 PROPOSED

1. DIVISION Information Systems Division		2. REGION OR BRANCH Infrastructure Branch	
3. REPORTING UNIT NAME Infrastructure Group		4. POSITION CITY Sacramento	
5. CLASSIFICATION TITLE Information Technology Manager I		6. WORKING TITLE Server and AD Messaging Manager	
7. POSITION NUMBER 718-1405-002		8. PREVIOUS POSITION NUMBER	
9. CBID/BARGAINING UNIT M01	10. WORK WEEK GROUP E	11. TENURE Permanent	12. TIME BASE Full-Time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)? Yes No
This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

14. CPC ANALYST APPROVAL **T. Cortez-Guardado** 15. DATE APPROVED **7/13/2020**

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the general direction of the Information Technology Manager (ITM) II, the ITM I will perform duties related to System Engineering, including, but not limited to: Storage, System Administration, System Architecture, and Virtualization. The ITM I provides leadership and directs the activities of the technical team for the on-going support of the Department's critical 24x7 infrastructure.

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

- 30% (E) Manages and directs the activities of the Active Directory and Messaging and Server Support Units which consists of IT Specialists. Manages both groups responsible for department IT systems such as but not limited to, physical and virtual servers, storage, backup solutions, Active Directory (AD), Domain Name Services (DNS), and Email services. Oversees projects and acts as a technical manager in support of IT Infrastructure such as operating system upgrade, server refresh, AD upgrades, Email migration, DNS technologies, and system patching.
- 25% (E) Facilitates IT strategic planning and sessions. Provides technical leadership for the design and implementation of the most complex server and storage components. Provides technical guidance in developing and documenting the systems components and support processes. Acts as the technical consultant on projects in support of the Department's mission critical architecture components. Formulates, reviews, analyzes and provides guidance on legislative bill analysis and evaluates impact to project resources. Creates and provides policy and procedural guidelines to subordinate staff and user to ensure compliance and State regulations, policies, procedures relative to planning and administering IT projects and activities.
- 20% (E) Facilitates technical communications to management and stakeholders of any outages, changes, incidents, or plans. Provides information and recommendations to upper management in regards to any technological changes, strategies, and budget projections. Ensures services provided to the department adhere to industry standards, best practices, and follow State, Agency, Office of the Chief Information Officer, and applicable guidance with full consideration to budgetary concerns. Provides reports on a monthly basis to the Patch Vulnerability Group (PVG) on the status of the patching and

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the security of the systems. Updates procedures as needed to comply with the PVG requirements. Analyzes performance and capacity reports related to the hardware and software solutions to optimize efficiency.

- 10% (E) Develops or reviews procurement and maintains reports that are in accordance with state regulation and policies. Provides technical procurement oversight by reviewing and approving applicable requests for purchases. Manages software and hardware contracts to ensure all support contracts are accounted for and up to date. Initiates contact with other departments, governmental agencies or private companies concerning information technologies and methodologies. Contacts vendors to access new technologies, negotiates contract modifications, and analyzes compliance with contract specifications.
- 10% (E) Ensures subordinate staff, as assigned, comply with all of the Department's policies, office standard operating procedures and protocols. Evaluates staff's work performance and development and resolves discipline and grievance issues. Makes decisions and recommendations concerning personnel hiring and training. Participates in workforce planning, budgeting, and succession planning. Develops and mentors staff to ensure skill levels meet the needs of the Department.
- 5% (M) Provides direction and guidance for staff to stay current on relevant and innovative technologies. Serves as a Manager-On-Duty for the Section on a rotating basis. Performs other job-related duties as required.



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18. SUPERVISION RECEIVED

Under the general direction of the Information Technology Manager II, the ITM I organizes and directs the operations of the Infrastructure Group.

19. SUPERVISION EXERCISED AND STAFF NUMBERS

The ITM I provides general direction and supervision to IT Specialists I / IIs.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

The incumbent will work in an office setting, in a cubicle. Might be sitting for a long period of time, as well as using a computer for an extended amount of time. Might require some traveling; walking to meetings in different physical locations or floors; and after hours and weekend work in support of the Department's 24x7 infrastructure and projects.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Demonstrate leadership experience in managing highly technical groups, contract management, project management, budgeting, human resources, and customer relations. Strong written and verbal communication skills. DMV operates 24/7. Incumbent may be required to carry a cell phone, work occasional evenings and/or weekends. Comply with the security policies and procedures established by the data owners and the Information Security Officer. Implement the technical means to preserve the integrity and security of the department's information assets and manage the risks associated with those assets. Advise the data owners and the Information Security Officer of control vulnerabilities and make recommendations for alternatives that enhance data security and integrity for existing and development systems.

Personnel with responsibilities that include Operations functions, such as patching systems for security and/or performance, will comply with all policies, procedures, and standards for operational effectiveness. Adhere to departmental standards for data back-up, recovery, integrity, control, and management.

22. PERSONAL CONTACTS

Interactions may be general, confidential, sensitive, or informative. The incumbent will be called upon to interact closely with client personnel outside the Division. This will include all levels of management and staff within the Department and external agencies, private companies, business partners, and consultants. In performing the responsibilities of this position, the incumbent may initiate contract with other departments, governmental agencies or private companies concerning information technologies and methodologies. In addition, the incumbent may be required to contact high-level entities in unique situations where it can be difficult to establish the contact and identify their goals. The incumbent may frequently contact vendors to assess new technologies; contractors to provide oversight; negotiate contract modifications; and analyze compliance with contract specifications. The incumbent must communicate effectively, both orally and in writing with subordinates, peers, clients, customers, and high-level staff. The incumbent will actively participate in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance.