PROPOSED

RPA NUMBER (HR USE ONLY)
21-156

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 11/10/2021	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE IT Manager I
F. CURRENT POSITION NUMBER 695-350-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-301-1405-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Technology Services / Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Scott MacDonald, CEA
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 general direction of OTech Deputy State Chief Technology Officer, the Information Technology Manager I (IT Mgr I) is responsible for the Office of Technology Services (OTech) in coordinating and tracking strategic planning and initiative activities. The IT Mgr I will act as an advisor in conducting technical analysis, including activities such as information technology policy and program development, portfolio management, service performance management, process reengineering, business analysis, and product and delivery strategy.

The IT Mgr I will work closely with executive and service management, solution architects, technical staff from all service areas and platforms, account management staff, and project teams. The IT Mgr I will work with other units and provide leadership, guidance, and solutions to allow for sustainable reporting of metrics supporting strategic plan goals, system performance.

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

50% of time performing duties

Participates as an active member of the OTech Management Team; works collaboratively with the OTech management team and staff.

- Briefs and advises management, exercises a high degree of initiative, independence of action and originality, and demonstrates tact and good judgment.
- Formulates and administers organizational information technology policy and activities.
- Plans, organizes, and directs the work of multiple information technology offices.
- Communicates effectively to develop and maintain effective and cooperative working.
- Establishes an enterprise-wide systems monitoring program to provide data-driven performance metrics of IT functions that support services, enable troubleshooting, and measure quality.
- Collaborate with OTech technical and management teams to set and achieve goals to improve service delivery quality.
- Track OTech's progress in meeting its strategic goals and objectives.
- Coordinate system and capacity performance across all platforms to support identification of hardware and software issues such as failures and threshold alerts.
- Provide direction and oversight to internal staff in the coordination and resolution of monitoring and reporting issues.
- Coordinate with the OTech Service Desk regarding incident reports and resolution activities to ensure accuracy of performance metrics and impact to ongoing process improvement and strategic planning.

30% | **Develop enterprise-wide communication dashboards to provide visibility of system performance and data center infrastructure to appropriate internal and external customers and support teams.**
- Independently initiate and evaluate opportunities for transparency of OTech system performance and service availability for OTech customers.
- Develop and lead projects to monitor OTech customer environments, infrastructure, and managed services.
- Meet with OTech customers to identify specific areas of interest relative to dashboard development as and system performance reports.
- Develop a reporting process and provide documentation to support performance measurement and related metrics.

15% | **Perform trend analysis and identify data sources to assist in determining the root cause of problems or incidents.**
- Report/communicate performance metrics, plans, status, and analysis to OTech executives and process owners.

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

5% | Give formal presentations and meet with customers and vendors to provide an understanding of requirements and capabilities.

Work Environment Requirements
- Periodic weekend and off-shift work may be required.
- Travel may be 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.)

Supervision Received:
The IT Manager I receives general direction from the OTech Deputy State Chief Technology Officer. Direction is focused on goals and objectives of the OTech Data Center, OTech strategic initiatives, and in support of OTech's strategic plan and service goals.

Actions and Consequences:
Environments monitored by the incumbent are used in critical functions of OTech customer's agencies, and often involve very large fiscal and personnel resources. Errors in program and monitoring data provided by the incumbent can result in poor problem management, ineffective deployment of resources to address issues, and unsound investment strategies.

Personal Contacts:
The incumbent will work with all personnel at OTech in support of the monitoring function and other strategic goals. Duties will also include working with hardware and software vendors who support monitoring tools and working with our customers to better understand their system and infrastructure monitoring needs and interests.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
The incumbent will participate in developing monitoring and reporting processes for OTech, and will prepare weekly reports on the work activities related to this function. Attend and conduct regular Operations Services, OTech, cross-divisional, and CDT meetings.

Supervision Exercised:
N/A

Other Information

Desirable Qualifications: (List in order of importance.)

- Must have a thorough understanding of strategic planning and typical customer issues and needs.
- Must possess strong oral and written communications skills to effectively communicate with internal and external stakeholders, and to provide technical guidance to others and maintain the confidence of customers.
- Must possess the ability to lead and direct other staff members of varying technical skills to manage projects of varying demands and requirements to successful completion.
- Experience working on complex cross-divisional projects or implementation efforts.
- Experience implementing new processes that support service to customers.
- Ability to multi-task, leading and/or participating on numerous projects simultaneously.
- Ability to effectively communicate verbally and in writing.
- Maintain regular, consistent, and predictable attendance, and can consistently exercise good judgment.

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
Vacant		

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

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
Scott MacDonald		