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| 1. **Position Information** | | | | | | |
| Civil Service Classification | | | Working Title | | | |
| Information Technology Manager I | | | CREATE Chief | | | |
| Employee Name | | | Position Number | | | |
| Vacant | | | 791-340-1405-002 | | | |
| Project/Division Name | | | Supervisor’s Name | | | |
| Technical and Solutions Consulting (TASC) | | | Kimberly Glenn | | | |
| Unit | | | Supervisor’s Classification | | | |
| Center for Research Enterprise Architecture & Technology (CREATE) | | | C.E.A. | | | |
| Physical Work Location | | | Duties Based on: | | | |
| Remote Centered | | | Full Time  Part Time - Fraction Click here to enter text. | | | |
| Effective Date | | |  | | | |
| TBD | | |  | | | |
| 1. Requirements of Position | | | | | | |
| Check all that apply:  Conflict of Interest Filing (Form 700) Required  Requires Fingerprinting & Background Check  May be Required to Work in Multiple Locations  Other *(specify below in Description)* | | | | | | |
| Description of Position Requirements *(e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.)*: | | | | | | |
| OSI’s Distributed Workplace Program (DWP) means that this position may work remotely at OSI office space, and/or other locations. | | | | | | |
| 1. Duties and Responsibilities of Position | | | | | | |
| IT Domains used: | | | | | | |
| Business Technology Management  Client Services  Information Security Engineering | | | | Information Technology Project Management  Software Engineering  System Engineering | | |
| Summary Statement (Briefly describe the position’s organizational setting and major functions):  Under the general direction of the Information Technology Manager II (ITM II), TASC Chief, the incumbent has full management responsibility for the CREATE and is responsible for the planning, directing, organizing, and controlling of all work activities for these efforts. The mission of the CREATE is to develop technology research by applying industry standards, principles, methods, techniques, monitoring, resources, and tools to deliver desired project results across OSI. Additionally, the CREATE will provide this technological and EA expertise and resources for an assigned portfolio of enterprise products and/or projects. | | | | | | |
| Percentage of Duties | Essential Functions | | | | | |
| 40%  30%  25% | **Strategic Business Technology Management**  As an advisor to the directorate and OSI management help determine how the project portfolio would benefit from the implementation of recommended technologies. Oversee the development and implementation of technical research policies, processes, quality assurance and compliance reviews to improve OSI effectiveness and efficiency; and increase enterprise architecture and technical research maturity level and capabilities across the organization. Deliverables include, but are not limited to, business-outcome-statements, strategy on a page, scenario planning, business capability modeling, business process models, customer and user profiling, journey maps, human-centric design, and investment roadmaps.  Direct the research, analysis, and evaluations of new technologies to provide enterprise solutions to meet business needs. Present and defend analysis of new business analysis technologies available that will meet business needs and present such cases to upper management. Analyze customer business/IT needs and issues. Understand the OSI’s business processes and needs, its mission, and its position within the CHHSA’s overall business enterprise. Perform research and take advantage of learning and development opportunities to gain an understanding of business strategies, and industry and technology trends. Guide the creation of business cases and roadmaps. Advocate within OSI, helping the delivery teams better understand business strategies and actions.  **Support Internal Enterprise Projects**  Serve as a technical manager for products and projects supporting OSI operations. Oversee the technical input for the development of plans and artifacts to obtain internal and external project approval. Control allocated budgeted funds and staff resources to carry out project activities. Provide managerial oversight for staff who support the products and projects to ensure projects are accomplished on schedule and within budget to the specification of business users. Participate in vendor and consultant procurement and selection process. Assist with project risk analysis and project lessons learned collection and improvements.  **Customer Engagement and Supervision**  Provide internal management consultancy services to business leaders, business units and lines of business, helping them with business modeling, IT investment analysis, business case, etc. Seek ways to drive adoptions of new technology and reuse existing technology for enabling business capabilities. Participate in enterprise governance to identify business, information, solution, technical and security architecture issues at the front end of the project life cycle, and with product managers and product owners at the different stages of the Agile and product lifecycle. Collaborate with other functional areas to remain apprised of projects, products, services. Develop business capability models and customer journey maps to guide agile teams in developing their minimum viable products and drive business outcomes. Work with business and IT executives to help understand their business and operating models by making the business model clear and explicit. Manage and coordinate assessments across the OSI project portfolio to ensure that technology research and implementation activities are conducted in accordance with OSI and industry best practices.  Direct and manage the day-to-day activities and workload of the multi-disciplinary CREATE team to ensure goals and objectives are met. Supervision responsibilities include staff recruitment, hiring, supervision, training, development, and evaluation. Empower staff to make decisions commensurate to their level of responsibilities so that they can effectively complete their tasks. Establish performance standards and expectations as well as monitors staff achievement towards those benchmarks. Conduct probationary reviews, annual Performance Appraisal Summaries, constructive intervention, corrective and disciplinary actions, and training to enhance personnel growth. Establish reasonable deadlines and monitors staff’s workload to ensure tasks are completed accurately and timely. Provide advice and consultation to staff on the most difficult and sensitive work issues. | | | | | |
| Percentage of Duties | Marginal Functions | | | | | |
| 5% | Perform other duties as assigned. | | | | | |
| 1. **Work Environment** (Choose all that apply from the drop-down menus) | | | | | | |
| Standing: Rarely (1-6%) | | Sitting: Constant (76-100%) | | | | |
| Walking: Rarely (1-6%) | | Temperature: Not Applicable | | | | |
| Lighting: Not Applicable | | Pushing/Pulling: 1-25% of the time | | | | |
| Lifting: 1-25% of the time | | Bending/Stooping: 1-25% | | | | |
| Other: Click here to enter text. | | | | | | |
| Type of Environment: a. N/A b. N/A | | | | | | |
| Interaction with Public: a. N/A b. Select c. Select. | | | | | | |
| 1. **Supervision** | | | | | | |
| Supervision Exercised(e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates) | | | | | | |
| Directly – 3 Information Technology Specialist I | | | | | | |
| 1. **SIGNATURES** | | | | | | |
| **Employee’s Statement:**  I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Duty Statement and can perform the duties outlined above without a Reasonable Accommodation. | | | | | | |
| Employee’s Name (Print) | | | | | | |
| Employee’s Signature Date | | | | | | |
| **Supervisor’s Statement:**  I have reviewed the duties and responsibilities of this position and have provided a copy of the Duty Statement to the Employee. | | | | | | |
| Supervisor’s Name (Print) | | | | | | |
| Supervisor’s Signature Date | | | | | | |
| 1. **HRD USE ONLY** | | | | | | |
| **Human Resources Division Approval** | | | | | | |
| Duties meet class specification and allocation guidelines.  Exceptional allocation, 625 on file. | | | | | HR Analyst initials | |  | | --- | | Date approved | |
|  | | | | | ADF | 7/20/2021 |
| **Reasonable Accommodation Unit use ONLY** *(completed after appointment, if needed)*  \* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator.  List any Reasonable Accommodations Made: | | | | | | |
| Click here to enter text. | | | | | | |

**\*\* AFTER SIGNATURES ARE OBTAINED:**

* **SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE’s OFFICIAL PERSONNEL FILE (OPF)**
* **PROVIDE A COPY TO THE EMPLOYEE**
* **FILE A COPY IN THE SUPERVISOR’S DROP FILE**