

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services	POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1405 - 008	
DIVISION/UNIT Enterprise IT Solutions & Innovation/Solution Services	CLASS TITLE Information Technology Manager I	
INCUMBENT NAME Vacant	WORKING TITLE Manager, Solution Services	
CalSTRS is dedicated to securing the financial future and sustaining the trust of California’s educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under general direction of the Director of Enterprise IT Solutions and Innovation, the Solution Services Manager leads, directs, and oversees the activities of the Quality Management, Business Analysis & Design, and Enterprise Content & Release Management teams, which provide critical services to ensure the system quality assurance, functional requirements gathering and analysis, and build deployment and release management to the implementation of software changes. The Solution Services Manager must engage, support, and implement branch and division strategic goals from agile delivery and digital transformation, cloud solutions initiatives development and delivery, automation, to SaaS and COTS products application supports, and maintenance and operations. The Solution Services Manager must lead by example with strong hands-on software design, development, and testing experiences and capabilities, and guide teams with own experiences, best practices, and modern technologies and skills.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
35%	ESSENTIAL FUNCTIONS Provide leadership, technical oversight, and hands-on experiences and guidance to the System Test and Quality Assurance, Automation Regression Test, Business Analysis, and Enterprise Content & Release Management activities and services to meet division, branch, and organization goals and objectives. Responsible for the goals and annual KPIs setting with a primary focus of day-to-day direction, oversight, and training and development of managers and staff.	
25%	Transfer technical knowledge, provide technical guidance, mentoring and oversight to technical staff in order to improve technical skills, knowledge, and techniques, such that they will be more effective and productive in performing their duties. Continually review, refine and/or reengineer existing processes, procedures, policies, and standards to improve the efficiency and ultimately the quality of services delivered. Responsible for establishment and review of internal controls. Participate as required in internal process audits. Responsible for providing responses to internal audit inquiries or implementing post audit recommendations to improve or establish controls.	
25%	Develop and enhance culture for continuous improvement, agile delivery, digital transformation, and results orientation. Responsible to ensure effective policies are followed and to improve processes for efficiency and productivity. Develop, track, and publish metrics to measure projects, operations, and initiatives success, and report outcomes to division director and branch executive. Oversee Solution Services initiatives and projects required to meet goals and objectives. Accountable for the development and performance of staff. Recruit, develop, and train staff to the culture of agile delivery and digital transformation. Provide staff performance reviews and on-going leadership/growth discussions on a constant and need basis. Maintain high staff morale using appropriate recognition and performance management techniques. Provide coaching and mentoring to Solution Services staff.	
10%	Analyze IT industry best practices and market trends to determine their relativity to growth in the enterprise. Recommend best practices as appropriate. Conduct recurring team meetings and one-on-one meetings with direct reports. Attend TS leadership team meetings as well as CalSTRS leadership team meetings.	
5%	MARGINAL FUNCTIONS May serve as a liaison to the Project Management Office in the collaboration of enterprise projects as well as represent Enterprise IT Solutions & Innovation at cross-division meetings.	

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS’ core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies:

- Decision Making
- Ethics and Integrity
- Fostering Diversity
- Mentoring
- Professional Confidence
- Results Orientation
- Risk Management
- Strategic Thinking and Implementation

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives, and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Ability to support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e., Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED