STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY

DUTY STATEMENT   **PROPOSED**
TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)
21-186

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 9/20/2021	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Data Center Computer Room Manager
F. CURRENT POSITION NUMBER 695-351-1405-002		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Data Center Support Services / Computer Room Management / Gold Camp		I. SUPERVISOR NAME AND CLASSIFICATION Jared Johnson, Deputy Director

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

☒ Business Technology Management   ☐ IT Project Management   ☐ Client Services
☐ Information Security Engineering   ☐ Software Engineering   ☐ System Engineering

Organizational Setting and Major Functions

Under general direction and guidance of the Deputy Director of the Data Center Support Services, the Information Technology Manager I (IT Mgr I) works independently as the Manager of the Data Center Computer Room Management team. The IT Mgr I oversees a team of professionals responsible for all Data Center Computer Room functions at the Gold Camp and Vacaville facilities. The IT Mgr I oversees the Computer Room Support (CRS) and Tenant Managed Services (TMS) Teams with direct responsibility for the planning, maintenance, and coordination of facility related systems including racks, electrical, and cabling components as well as customer relations and capacity planning for the Office of Technology (OTech) Gold Camp Campus and Vacaville data centers and its tenants.

Duties Performed:

Essential Functions

45%

Direct the activities of Data Center Computer Room Management Unit:
  - Responsible for the 24-hours per day/7-days per week operations of the OTech Data Center computer rooms located at the Gold Camp Campus and Vacaville locations.
  - Ensure computer room standards align with industry standards and best practices such as TIA, BICSI, ASHRAE, etc.
  - Direct the development and maintenance of operational policies, processes, and procedures as necessary to maintain OTech data centers and systems at the highest possible levels of availability and performance.
  - Perform capacity management ensuring all documentation and drawings reflect all pertinent adds, changes, removals
  - Monitor and assist with identifying hardware, software and environmental performance problems and coordinate with the various vendors for problem resolution.
  - Actively review and address incidents, problems, changes, reports, or operational metrics presenting any impact to OTech data center services and systems.

20%

Direct the functional activities of the Computer Room Support (CRS) and Tenant Managed Services (TMS) teams. Directly responsible for planning, maintenance, and coordination of technical facilities related systems for the OTech data centers. Areas of responsibilities include:
  - Coordinating electrical services and maintenance for primary and back-up facilities supporting computer room activity, heating, air conditioning and humidity control.
  - Coordinating installation and de-installation/removal of computer equipment and disposal procedures.

- Developing and implementing data center related policies, processes, and procedures such as system maintenance, emergency response, and system test procedures.
- Serve as project manager for multi-discipline task forces for complex facilities-related information technology projects.
- Direct contractors who perform equipment maintenance and hardware installs/reinstalls, electrical systems, and special projects as identified.
- Responsible for service management of TMS at CDT data centers.

20%

Perform day-to-day management activities for the Branch:

E. Develop plans to accomplish Branch goals and objectives in accordance with organizational mission and strategic goal; support and advocate management's philosophy, policies, and procedures.

F. Evaluate supervisors on completion of their supervisory responsibilities; develop and update duty statements as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.

G. Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established OTech administrative processes and procedures, and collective bargaining agreements

H. Ensure supervisors comply with all Department of Technology Service (OTech) policies, office standard operating procedures, and department agency protocols.

I. Encourage team building, facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.

J. Foster methods of creative decision-making and problem solving and provide continuous feedback to supervisors.

10%

Participate as an active member of the Computer Operations team by contributing to management team decisions, division policies and procedures, and communication information from the management team and staff. Provide leadership and project management on task forces and/or major projects that impact customer departments and /or have department-wide impact.

5%

Marginal Functions
- Provide management backup for other Data Center Support Services and for the Deputy Director.
- May be required to participate as a member of the Department's Emergency Response Team.

Work Environment Requirements
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- May be required to carry a mobile device
- May be required to work weekends or holidays as business needs dictate

Allocation Factors:

Supervision Received:
The IT Mgr I receives general direction from the Deputy Director of the Datacenter Support Services Division. The IT Mgr I operates semi-independently at the expert level within the scope of the Computer Operations responsibilities. All work products produced require final review by the Deputy Director of the Datacenter Support Services Division before release to OTech or any other outside entities including OTech customer agencies.

Actions and Consequences:
The IT Mgr I will be required to make sound and logical business decisions on behalf of OTech. Any mismanagement could result in customer dissatisfaction, delays in services, and/or financial loss to the State.

Personal Contacts:

The IT Mgr I will work closely with all levels of State government and vendors.

Administrative and Supervisory Responsibilities:

The IT Mgr I participates in budget activities in regard to hardware and/or software and will provide input into contracts. The IT Mgr I has responsibility for budget, cost control, and reporting, and the selection, training, and placement of personnel under their supervision.

Supervision Exercised:

The IT Mgr I will provide direction to Information Technology Supervisor II, and other professional staff.

Other Information

Desirable Qualifications:

- Experience overseeing 24x7x365 data center computer rooms spanning multiple sites.
- Knowledge of data center computer room operations standards and best practices including TIA/EIA, BICSI, and ASHRAE.
- Knowledge and experience with data center infrastructure management (DCIM) tools and techniques.
- Knowledge of IT Infrastructure components, platforms, and their interoperability.
- Experience with capacity planning.
- Experience with asset management.
- Demonstrated project management experience.
- Strong knowledge of IT service management operations and ITIL.

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