



☐ PROPOSED ☒ CURRENT

Classification Title	Division
Information Technology Manager I	Information Technology (IT) Services
Working Title	Office/Section/Unit/Geographic Location
Section Chief	Infrastructure and Enterprise Services Branch / Sacramento
Position Number	Name and Effective Date
592-640-1405-002	

General Statement: Under the general direction of the CEA-B (Chief Information Officer), the Information Technology Manager (ITM) I (Section Chief) plans, organizes, and directs all activities associated with the development, implementation, and support for the Department of Cannabis Control's (Department) Infrastructure and Enterprise Services Branch (IES). The IES provides and maintains information technology solutions, ensures various systems physical and logical security, and researches and develops new technology. The IES provides desktop support, web services, net/server services, and telecom services. The Section Chief ensures the Department's information management strategy is maintained in alliance with the Department's business strategic plan and assists in the development of IT policies. As part of the management team, the Section Chief is responsible for coordinating the activities of multiple complex Information Technology (IT) functions. The Section Chief's responsibilities span multiple disciplines involving different technical environments. This position is in the Business Technology Management domain. Duties include, but are not limited to, the following:

A. Specific Assignments [w/ Essential (E) / Marginal (M) Functions]

40% (E) Infrastructure and Enterprise Services Section Management

Provides direction and oversight to subordinate staff to ensure high quality customer services. Works with subordinate staff and other areas within the IT Services Division to develop and maintain customer service strategies and effective communication. Works with customers to monitor satisfaction levels and identify service improvement opportunities.

Oversees development of standards and criteria for the installation, operation, security, and management of the most complex automated systems. Manages section activities and ensures uniformity in the application of established Department policies and procedures. Implements the provisions of appropriate laws and regulations to achieve IT Services Division objectives.

Plans, organizes, and directs data processing activities and contract administration. Provides technical guidance for the most complex and sensitive projects. Ensures that the IES meets all administrative and IT mandates (departmental and statewide policies and procedures).

35% (E) Supervision

Supervises and directs staff in addressing the most sensitive and complex operational and technical issues. Sets priorities, distributes workload, and monitors progress to ensure milestones are met and deliverables meet client business requirements. Ensure that the IES meets all administrative and IT mandates (Departmental and Statewide Policies and Procedures).

Provides continuous feedback to staff on employee performance issues and takes appropriate action. Manages the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure the organization's coverage and support.

15% (E) Personnel Management

Documents assigned work in the Service Desk ticketing system including work completed, solutions provided, and time spent on ticket. Develops procedures and knowledge articles for the installation, configuration, maintenance, or problem resolution for supported IT systems. Follows policies and procedures to verify and correct the system identification data of user systems. Verifies that data in network data repositories is accurate and configured correctly for system or user data and update as needed. Reviews and updates ticketing records daily per established procedures and policies.

10% (M) Strategic/Organizational Planning

Participates in the development and management of short and long-range plans encompassing both strategic and operational needs (budget plans, resource acquisition, and staff allocation). Participates in the development of IT policies and procedures. Maintains an awareness of industry trends, emerging technologies, and IT best practices to meet the client needs and to ensure the highest quality services are provided.

B. Supervision Received

The incumbent works under the general direction of the Chief Information Officer.

C. Supervision Exercised

The Section Chief directly supervises the IES supervisors, section team members, and teams of individual projects as necessary.

D. Administrative Responsibility

The incumbent has complete responsibility for managing the IES.

E. Personal Contacts

The incumbent has contact with all levels of the Department staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes the Department's Divisions, Branches, Offices, and Units including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the Department technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the Department end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the Department may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCC's statewide field sites as scheduled in advance.

H. Other Information

The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives and research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects, gain and maintain the confidence and cooperation of those contacted, and accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

Additional Performance Expectations:

- Ability to work cooperatively with others
- Ability to work efficiently
- Ability to report to work on time
- Ability to maintain consistent, regular attendance
- Ability to work under changing deadlines
- Ability to look and act in a professional manner
- Ability to get along with others
- Ability to exhibit courteous behavior towards others at all times
- Ability to meet deadlines
- Ability to perform tasks with minimal amount of errors
- Ability to do completed staff work

Conflict of Interest: This position is subject to Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature

Date

Employee's Printed Name – Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Supervisor's Printed Name – Classification

New 12/2021