

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
CRIMINAL JUSTICE INFORMATION TECHNOLOGY SERVICES BUREAU
DIVISION OF LAW ENFORCEMENT, BIOMETRICS & PDMP SYSTEMS BRANCH
SYSTEMS BRANCH
SOLUTIONS DEVELOPMENT SERVICES SECTION

JOB TITLE: Information Technology Manager I

POSITION NUMBER: 420-860-1405-001

INCUMBENT: Vacant

STATEMENT OF DUTIES: The ITM I of the Solutions Development Services Section (SDSS) is responsible for the management and control of a variety of electronic data analysis, reporting, and processing services which are provided to clients throughout the Department of Justice to assist them in meeting their program objectives. The incumbent is a highly skilled technical manager with experience directing legislative analysis, knowledge of strategic and tactical planning; knowledge of federal and State IT policies; knowledge of cost benefit analysis; ability to plan and oversee subordinate supervisors; and to prioritize and implement the department's strategic IT plan. The incumbent assists with the bureau's overall management, budget and organizational components. The services provided include the analysis of user needs, system design, development of system and program specifications, personal computer and mainframe software selection, software development and maintenance, testing, problem resolution, development of user guides, monitoring the performance of operational systems, and user consulting. The incumbent provides leadership and direction to ensure effective and efficient maintenance of existing systems and development of new highly complex systems. The incumbent must also have the ability to oversee the work activities and deliverables of consulting personnel in accordance with contract services agreements. Participates in and successfully completes ongoing training.

PRIMARY DOMAIN: Business Technology Management: The management of information technology resources according to an organization's priorities and needs.

SECONDARY DOMAIN(S):

IT Project Management: The management or oversight of all phases of the project management and system development life cycles to ensure efficient and effective delivery.

SUPERVISION RECEIVED: Under the general administrative direction of the branch ITM II.

SUPERVISION EXERCISED: Supervises IT Sup II and ITS II levels.

Duty Statement
Information Technology Manager I

TYPICAL PHYSICAL DEMANDS: Provide after-hours, on call assistance; work overtime; and travel when needed. Ability to sit at a computer terminal for up to 8 hours.

TYPICAL WORKING CONDITIONS: Smoke-free environment.

ESSENTIAL FUNCTIONS:

- 40%** Establish policies and standards for the design, development, and maintenance of over 50 on-line and batch applications.
- a) Plan, organize, staff, direct, and control the activities of two distinct application support and development units to accomplish the assigned mission.
 - b) Monitor and exercise overall direction over assigned highly complex projects in accordance with established plans.
 - c) Prepare budget estimates, budget change proposals, and justifications for personnel and hardware resources required to support the objectives of the SDSS and mission of the Department.
 - d) Work with executive management in the definition of policy, mission, long range plan, goals, and objectives of the Hawkins Data Center (HDC).
 - e) Perform other managerial duties as required.
- 20%** Coordination with interdepartmental and other agency management.
- a) Coordinate interdepartmental project activities and resource allocations for data processing services for users in each division of the department. Certain applications provide mission support services to multiple divisions.
 - b) Coordinate with other sections and units within the Bureau and other HDC Bureaus for services required to enable the SDSS to fulfill its objectives.
 - c) Coordinate with other state agencies to insure that client program objectives are achieved.
 - d) Serve as a central point of contact to aid local agencies with questions or problem

Duty Statement
Information Technology Manager I

resolution.

- 15%** Guide and assist subordinates in the determination of appropriate corrective action required to alleviate system failure due to hardware and/or software problems.
 - a) Evaluate operational system performance and initiate actions as required to insure continued effectiveness to meet client mission needs.

- 10%** Serve in a consultative capacity to HDC, executive, and client program management.

- 10%** Evaluate proposals for new/enhanced data processing services from clients and make appropriate recommendations and/or decisions.
 - a) Review feasibility and technical design documents for overall soundness of analysis, comprehensiveness of alternative analysis, appropriateness of the technology selected, and application of sound data processing techniques.
 - b) Initiate and review or participate in the evaluation of new technologies which potentially will improve staff productivity of provide a means for the SDSS to better meet the needs of its clients.

- 5%** Supervise, evaluate, and train subordinate Support Unit Project Managers.
 - a) Review hiring plans and recruitment procedures of subordinates, performance reports, appointment documents, and training plans for consistency, appropriateness of action and adherence to departmental hiring, EEO and Affirmative Action policies.
 - b) Consult with subordinate managers on issues of Merit Salary Adjustments, disciplinary actions, and supervisory problems.
 - b) Conduct/participate in recruitment, hiring, promotion, and training and development activities.

- 5%** Billing and Invoicing
 - a) Adheres to departmental policies and procedures related to contract management, as outlined in Chapter 12 – Contracts of the DOJAM and in conjunction with the Department of General Services’ (DGS) State Contracting Manual.

Duty Statement
Information Technology Manager I

- b) Critical responsibilities include the submission of invoices to the Contract Unit in a timely and efficient manner (e.g., Net45 for small and other businesses, Net30 for construction).
- c) Failure to comply with timely payment processing and/or approval requirements may result in fines and/or penalties to the Department [or Division].
- d) Understands and proactively applies standard (and/or daily) invoicing and billing concepts including, but not limited to, penalty accruals, signature authority, date, cost code, Purchase Order and contract numbers. Challenges or disputes invoices when necessary to ensure appropriate expenditures. As needed, directs questions or issues to the appropriate parties for resolution.
- e) Challenges or disputes invoices when necessary to ensure appropriate expenditures. As needed, directs questions or issues to the appropriate parties for resolution.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Signature Date

Supervisor Signature Date