DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

717-1405-002

1. DIVISION	2. REGION OR BRANCH
Information Systems Division	Enterprise Applications Branch

3. REPORTING UNIT NAME	4. POSITION CITY
Vehicle Registration Support Group	Sacramento

5. CLASSIFICATION TITLE	6. WORKING TITLE
Information Technology Manager I	Applications Manager

7. POSITION NUMBER	8. PREVIOUS POSITION NUMBER
717-1405-002	

9. CBID/BARGAINING UNIT	10. WORK WEEK GROUP	11. TENURE	12. TIME BASE
M01	E	Permanent	Full-Time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)? ☒ Yes ☐ No

This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

14. CPC ANALYST APPROVAL T. Cortez-Guardado	15. DATE APPROVED 1/18/2022

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the general direction of the Information Technology Manager (ITM) II, the ITM I performs duties related to Business Technology Management and IT Project Management including, but not limited to Policy and Program Development, Budgeting, Procurement and Purchasing, Contract Administration, Asset Management and IT Strategic Planning , Communications Management, Cost Management, Human Resource Management, Planning, Process Engineering/Reengineering, and Portfolio Management.

The ITM I oversees application support and development activities, enforcing IT policies, program development and IT portfolio management. The ITM I serves as Technical Manager on internal projects and supports inter-departmental projects that interface with DMV's core business applications. The ITM I is responsible for workforce and succession planning, IT budgeting and procurement, service performance management and strategic planning.

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

30% — **(E) Manage Application Systems Development, Enhancements and Maintenance**
Manages and directs the activities of the Vehicle Registration (VR) Support Group. Through subordinate managers, oversees and supports the business and technical requirements for the DMV's business applications. Leads, guides, mentors and trains subordinate staff and consultants in application support and development activities. Organizes workload to accommodate changing priorities and effectively manage multiple assignments concurrently. Provides weekly status reports to management as requested.

25% — **(E) Manage Internal Projects**
Serves as an ISD technical manager for projects impacting the Vehicle Registration and Driver's License applications. Controls allocated budgeted funds and staff resources to carry out projects. Provides managerial oversight for staff who support the systems to ensure projects are accomplished on schedule and within budget to the specification of business users. Ensures the required process for projects is supported and provide associated documents and approvals. Ensures compliance with the complete range of System Development Life Cycle, Change Management, Enterprise Project Management, Workflow Framework, and similar processes and tools. Participates in vendor/consultant procurement and selection process. Prepares Post Implementation Evaluation Reports.

20% — **(E) Strategic Planning and Compliance with Regulations and Policies**
Formulates, and reviews analysis for future technologies and operational capacity needs, utilizing input from staff, clients, peers, and independent research in accordance with the direction of the DMV

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CIO, the department's executive management. Creates and provides policy and procedure guidelines to subordinate staff and users. Ensures compliance with application sections of Government codes and IT regulations and policies set forth in the SAM, SIMM, IT MM, ITPLs, and IT BLs. Promotes the department's strategic plans with focus on customers service, enterprise IT solutions, adoption of best IT practices, and delivery of cost effective IT services and solutions for our business partners.

10%

(E) Develop Effective Communication and Working Relationships
Develops and maintains effective communication and working relationships within the department, with other governmental entities, commercial organizations and outside stakeholders. Assumes required public contact with groups, vendors, and individuals; may represent the department and speak at meetings and conferences.

10%

(M) Administrative
Ensures subordinate staff comply with all of the Department's policies, office standard operating procedures and protocols. Monitors and evaluates performance for productivity, capability and development. Resolves discipline and grievance issues. Makes decisions and recommendations concerning personnel hiring and training. Participates in workforce planning, budgeting, and succession planning.

5%

(M) Other Duties
Advises and provides recommendations to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements. Performs other job-related duties as required.

18. SUPERVISION RECEIVED

The ITM I is under general direction of the VR Product Section Chief, ITM II, and receives little or no direct supervision.

19. SUPERVISION EXERCISED AND STAFF NUMBERS

Through subordinate IT Supervisor II's, the ITM I manages applications staffing which includes the classifications of IT Associate, IT Specialist I and IT Specialist II. Provides general administrative direction concerning assignments. Demonstrates leadership in identifying new issues, techniques and opportunities. Demonstrates project leadership. Manages the most sensitive issues.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works in an office setting in artificial light and temperature control. Sits in a cubicle, primarily sedentary for extended periods of time. Operates a personal computer/laptop, telephone, fax machine, copier and other office equipment. Incumbent gives presentations and participates in meetings, conferences and workshops. Communicates with internal and external customers via e-mail, telephone, in person or virtually. Attends meetings on HQ campus and off campus.

DMV operates 24x7. The incumbent may be required to carry a work cell phone and laptop. There may also be times when the incumbent is required to attend an out of town conference, or work evenings and weekends to maintain project schedules.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Proficient managerial or supervisory skills. Experience in effectively planning, organizing, directing, delegating and supervising complex work of a multidisciplinary staff. Experience with contract/vendor management. Experience in the area of project management and SDLC methodologies. Positive attitude and highly motivated. Experience delivering services with a focus on excellent customer service. Ability to analyze information and make decisions in a competent and timely manner. Ability to communicate effectively verbally and in writing, to draft reports, develop and present presentations as required. Ability to organize workload to accommodate changing priorities and effectively manage multiple assignments concurrently. Possesses effective interpersonal and leadership qualities with the ability to build valuable internal and external relationships with a wide variety of people. Experience managing development teams supporting 24x7 applications.

22. PERSONAL CONTACTS

Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, e-mail, in person and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight and lead individuals or groups. Interactions may be general, confidential, sensitive or informative in nature.