**PROPOSED**

**RPA NUMBER** (HR USE ONLY)

21-232

**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<br>2/1/2022 | B. APPOINTMENT EFFECTIVE DATE | C. INCUMBENT NAME |

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|---|---|
| D. CIVIL SERVICE CLASSIFICATION<br>Information Technology Manager I | E. POSITION WORKING TITLE<br>IT Manager I |
| F. CURRENT POSITION NUMBER<br>695-352-1405-002 | G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) |
| H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION<br>Service Management Operations / Operations Center /<br>Gold Camp Campus | I. SUPERVISOR NAME AND CLASSIFICATION<br>Michael Fogarty, Information Technology Manager II |

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|---|---|---|
| J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)<br>MONDAY – FRIDAY, 8:00AM – 5:00PM | 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** (Select all domains applicable to the incumbent's duties/tasks.)
☐ Business Technology Management  ☐ IT Project Management  ☐ Client Services
☐ Information Security Engineering  ☐ Software Engineering  ☐ System Engineering

**Organizational Setting and Major Functions**

The Information Technology Manager (IT Mgr I) reports directly to the Service Management Operations Branch Manager, Information Technology Manager II (IT Mgr II) and works independently as the Operations Center Section Manager and is responsible for management and operations of the Operations Center providing customers a 24x7x365 single point of contact for service management. The IT Mgr I will manage and direct all Operations Center business functions which include: the Statewide Directory Services, Service Desk Level 1 and 2, and Command Center function.

**Service Desk / Command Center**

The Operations Center function is the 24x7x365 single point of contact for all incoming contacts. The Service Desk and Command Center unit is a principal participant in the Incident Management process providing first and second level Customer support for datacenter services. In fulfilling its primary goal to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, the unit is the primary conduit for internal and external escalation notifications, (both technical and management), of incidents causing service degradations or interruptions.

**Statewide Directory Services**

Statewide Directory Services provides assistance and/or referrals for requests for information related to California State Government and services for state employees, local government, and the general public. The directory services include state employee information, state agency information, and a State Government Organization Chart.

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| % of time performing duties<br>**40%** | **Essential Functions** (Percentages shall be in increments of 5, and should be no less than 5%.)<br>The IT Mgr I manage and leads the Operations Center, enabling them to deliver an efficient support service in line with established policies, procedures, and practices including ITIL best practice guidelines. The IT Mgr I is responsible for their section's participation and execution of the ITSM all processes including Incident Management, Change Management, Problem Management, Request Fulfilment, and Knowledge Management processes, and ensure these processes are maintained, reviewed, and used effectively by the Operation Center and other Support staff.<br>The IT Mgr I is the principal contributor to Knowledge Management for the Operations Center and will acquire and maintain a good understanding of the IT infrastructure and all technologies in use, the IT support and delivery processes, and turns collected information into knowledge to be re-used. The IT Mgr I will compile and maintain the workflows, processes, and procedures used by Support Analysts in their day-to-day roles and will ensure Support Analysts and Specialists have access to the right tools and information enabling the rapid resolution of Incidents and Requests in line with agreed service delivery, management, and operation metrics. |

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| **35%** | **Perform daily management activities:** |

**Perform daily management activities:**
- Oversee all requests, incidents, and problems. Manages and effectively coordinates urgent and complicated support issues.
- Act as escalation point for all requests and incidents.
- Monitor and manage contact queues (participating in escalated calls as needed).
- Take a hands-on approach to managing the daily workload of the Service Desk, ensuring all calls are being properly handled, prioritized, and progressed, customers are kept informed, and communications and customer service are of the highest standard.
- Maintain and manage the Service Desk Knowledgebase, document stores, and customer records, ensuring all information is accurate, relevant, accessible, and understandable to all readers.
- Play a lead role in transitioning new services into Service Operation, ensuring the Service Desk's requirements are clearly defined and delivered.
- Manage and direct Operations Center function and activities. Plan, organize, and direct the activities of the Operations Center Section. Review work products and provide feedback in a timely manner.
- Ensure adequate staff scheduling to meet the workload demands with the appropriate level of cross training.

**Direct the activities of the Operations Center service improvement:**
- Develop and mature service contact escalation processes to ensure free flowing dissemination of information within the organization.
- Drive analysis of incident management process execution and develop strategies for improvement.
- Work to make Service Desk the single source of information and primary service delivery channel for IT.
- Oversee solutions repository and ensure top quality solutions are available to the staff.
- Develop Service and Operating Level Agreements to set expectations and measure performance.
- Develop an effective and workable framework for managing and improving customer IT support in the organization.
- Own, review, and revise the ITIL Service Operation Policies, Processes, and Procedures pertaining to the role and regularly report on their performance using a range of KPIs and metrics. These include Incident, Incident, Problem, Event, and Access Management and Request Fulfilment.
- Own, review, and revise the Knowledge Management Policy, Process, and Procedures and regularly report on its effective use.
- Play a key role in the Support team's Continuous Service Improvement Program and ensure agreed Processes and Procedures are followed.
- Manage Section projects, including developing and maintaining project charters and project schedules based on OTech and Project Management Institute standards.
- 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.
- Ensure that staff receive necessary training to develop their skills, build their knowledge, and inform them of appropriate employee practices and behaviors.
- Establish and maintain Operations Center Section tactical and operational plans in alignment with the division, department, and agency strategic plans.

**20%**

**Administrative and Communication activities:**
- Provide data and reporting of KPI's and trends to IT department and others in ad-hoc, weekly, monthly, and as needed.
- Advise management on situations that may require additional client support or escalation.
- Manage process for communicating outage and emergency activities to the organization.
- Manage vendor relationships as it depends on daily operational needs.
- Train, coach, and mentor Operations Center Staff including career development.
- Oversee staff activities; build and obtain (e.g., from other departments) training material for support staff.
- As needed, schedule employees working times and provide backup support.
- Interact with internal and external customers.
- Purchase Order review with approval and budgeting responsibility.
- Review survey feedback to improve services, tools, and support experience.

- Keep confidential all applicant, client, verification, and company proprietary information.
- Manage the Service Desk team according to policies and guidelines. This includes all aspects of Line Management such as training and development, performance monitoring, appraisals and objective setting, HR issues, resource management, recruitment, etc.
- Own, formulate, document, review, and revise all support processes, workflows, and procedures relevant to the team's work, including those relating to working practices and Health and Safety issues.
- Take individual responsibility for the promotion and implementation of the Values and Leadership Imperatives.
- Comply with health and safety procedures to ensure a safe working environment for self and other staff, including carrying out risk assessments and workplace inspections for those areas under the team's control.
- 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.
- Make 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.
- Ensure unit supervisors comply with all California Department of Technology policies, office standard, operating procedures, and department and agency protocols.
- Encourage unit team building, facilitate cross training, and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to unit supervisors and Branch.
- Responsible for planning, monitoring, and managing the sections operations budget.

**5%**

### Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)
- Provide management backup for other Data Center Support Services Division branches and for the Deputy Director.
- May serve as a member of the CDT 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).
- Periodic weekend and off-shift work may be required.
- Travel may be required.
- Will be required to carry a phone and respond during off hours.

### Allocation Factors (Complete each of the following factors.)
#### Supervision Received:
The IT Mgr I reports directly to the Service Management Operations Branch Manager (IT Mgr II) and operates semi-independently at the expert level within the scope of the Section responsibilities. All work products produced by the Section require final review by the Service Management Operations Branch Manager and the Data Center Support Services Deputy Director 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 of the section 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: (Indicate "None" if this is a non-supervisory position.)
The IT Mgr I participates in budget activities regarding hardware or software and will provide input into contracts. The incumbent has responsibility for budget, cost control, and reporting, and the selection, training, and placement of personnel for the section under their supervision.

**Supervision Exercised:**
The IT Mgr I will provide direction to six (6) Information Technology Supervisor (IT Sup) II's and three (3) IT Sup I's over the Day, Swing and Grave shifts.

## Other Information

**Desirable Qualifications:** **(List in order of importance.)**

- Must possess strong project management skills, be able to work independently, and direct the activities of teams, maintain schedules, and bring projects to a timely closure.
- Extensive experience with and knowledge of Information Technology services, systems, networks, and equipment.
- Excellent communication and customer service skills are essential.
- Professional certification in ITIL is highly desirable.
- Knowledge of principles, practices, and trends of public administration, organization, planning, cost/benefit analysis, budgeting, and evaluation.
- Understanding of State level policies and procedures relating to IT.
- Ability to develop and evaluate alternatives, make decisions, and take appropriate action; establish and maintain priorities; identify the need for and assure the establishment of appropriate administrative procedures.
- Knowledge in the principles of governmental functions and organizations at the State level, including the legislative process.

**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 |
|---|---|---|
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