DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

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 02/23/2022	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant

D. CIVIL SERVICE CLASSIFICATION
Information Technology Manager I

E. POSITION WORKING TITLE
Network Service Management Manager

F. CURRENT POSITION NUMBER
695-380-1405-006

G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION
OTech/Enterprise Network Branch/Rancho Cordova

I. SUPERVISOR NAME AND CLASSIFICATION
Brian Parks / Information Technology Manager II

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)
MONDAY-FRIDAY / 8:00 AM – 5:00 PM, DAY

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

Under the general direction of the Information Technology Manager II (IT Mgr II) of the Enterprise Network Branch (ENB), the Information Technology Manager I (IT Mgr I) is responsible for the management of Network Service Management (NSM), comprised of four direct reports (two Information Technology Specialist II's and two Information Technology Supervisor II's, supervising the Network Support and Network Provisioning Teams); ensuring the California Department of Technology (CDT) internal and external customers receive the benefits of the services provided by Network Service Management. Specifically, this includes fulfilling network provisioning requests for multiple network services; providing network project management; vendor management; ServiceNow CID development and maintenance; resolution of network billing discrepancies; and operation of the Network Services Data Management (NSDM) system.

Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

% of time performing duties
40%

Perform managerial and supervisory activities for the Network Service Management team.

- Develop plans to accomplish Office of Technology Services (OTech) goals and objectives related to Network Service Management services, in accordance with organization mission and strategic plan.
- Support and advocate management's philosophy, policies, and procedures.
- Ensure subordinate employees comply with all Office of Technology Services (OTech) policies, office standard operating procedures and department and agency protocols.
- Responsible for evaluating and maintaining provisioning tools and processes supporting multiple functional components of CDT Network Service Management services, including NSDM, network cost estimates, network provisioning, network project management, CALNET vendor management for CGEN, ServiceNow CID development and maintenance, resolution of network billing issues, and participation in the Network Change Advisory Board (CAB).
- Participate as a team leader or member on appropriate cross-functional projects of high complexity and scope, with statewide implications critical to the business success of OTech and our customers, to advance the Agency's Strategic and Tactical Plans and improve customer service.
- Prioritize customer requests based on the criticality of the problem and the organizational constraints to determine appropriate response.
- Monitor for, follow up on, and correct deviations from process to ensure high quality of work.
- Encourage team building, facilitate cross training, promote continuous improvement, and create a positive climate for change.
- Participate as a management team member developing division standards, processes, and procedures.

	• Develop, maintain, and report on network metrics including, but not limited to, number of CGEN customers, number of CGEN sites, and number and size of CGEN circuits. • Interact with peers, both internal and external to Network Services Management at every level to operate and maintain network provisioning services to support internal and external customers in achieving their business goals and objectives. • Foster methods of creative decision-making and problem solving and provide continuous feedback to employees.
35%	Manage Network Service Management supervisors and staff and oversee and improve production network provisioning and related operations, hardware and software installation, upgrades and refresh, and the development of new network service offerings. • Improve Network Service Management (NSM) internal processes and procedures to ensure NSM efficiency and ability to interface effectively with other service areas throughout OTech. • Manage the delivery of NSM services on behalf of the California Department of Technology (CDT) for internal and external customers. • Manage staff responsible for providing expert technical advice and assistance to OTech and customer management and staff in support of network provisioning services, resolution of vendor, CDT, or customer provisioning issues, and identification of opportunities to improve the efficiency of provisioning processes. • Ensure collaboration with the other network engineering units and staff to provide seamless integration of NSM provisioning activities with network engineering plan, build and run activities related to infrastructure changes, improvements, and new service and/or technology development. • Manage staff troubleshooting and response to difficult customer project service requests and/or provisioning challenges. • Ensure solutions to problems are presented with clarity and precision in written and/or graphic form. • Develop and manage staff ability to analyze information and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions. • Ensure the NSM team's capability to provide the highest level of technical consultation, analytical work, knowledge, and skill needed to respond to the most complex customer network provisioning help requests. • Manage the training and knowledge transfer of OTech NSM systems and capabilities, such as NSDM, to other OTech staff and assist in the interpretation of network policies, standards, and guidelines related to network provisioning.
20%	Perform day to day supervisory and administrative activities for the NMEU. • Develop and update duty statements for supervisors and staff as needed; establish performance expectations; complete Performance Appraisal Summary reports and 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, which includes taking corrective or disciplinary action, as necessary. • 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. • Serve as an active member of the Enterprise Network Branch management team by contributing to management team decisions impacting the network and/or the department. • Manage the administrative processes of NSM, including authorizations for vacation, sick leave, overtime, training, and travel. • Coordinate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements. • Responsible for team member succession planning and ensure there are employees who can perform multiple functions. • Participate in the development of Branch standards and procedures and ensure team's processes and procedures are documented and centrally accessible to staff. • Relay management team information to NSM team members and represent NSM in management team decisions. • Serve as NSM Incident Manager and reports status of high and critical outages/incidents to Infrastructure Services management team.

	• Identify and address obstacles to providing good service and efficient exchange of information relative to customer requests, customer needs and service offerings. • Using customer feedback and observations of team members, identify problems, delays or frustrations which can be reduced or eliminated by modifying and improving work processes and determine ways to implement them.
5%	**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.) Other related duties required by the ENB IT Mgr II.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice and the Federal Bureau of Investigation.
- May be required to carry a mobile cell phone.
- May be required to work outside of normal work schedule.
- Occasional travel may be required to perform assigned duties, attend training, and attend customer meetings.
- Consistent, predicable attendance is required.
- The incumbent must be able to work effectively in a high paced and occasionally stressful environment, in which competing priorities often must be resolved.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr I receives general direction from the ENB IT Mgr II. Assignments will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, and individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

The IT Mgr I makes decisions of significant impact on department network provisioning service delivery and related network services. All Agency customers relying on network infrastructure reliability and availability are dependent upon sound decisions and recommendations in the network area. Errors or omissions by the incumbent can result in disclosure or loss of confidential material, or in the extended interruption of essential communications services.

Personal Contacts:

The IT Mgr I works with OTech clients and vendors, technical staff, end-users, and management personnel at all levels. Technical contact will generally be at the senior or journey person level. In addition to contacts made at the senior-level, the IT Mgr I contacts high-level entities in unique situations where it can be difficult to establish the contact and identify their goals.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)

The IT Mgr I is responsible for planning, budgeting, participation in rate setting, recruiting, selecting, placement and development of personnel, management of vendor and consultant contracts, and delegation to technical staff for execution of day-to-day operations.

Supervision Exercised:

The IT Mgr I supervises Information Technology Supervisor II's and Information Technology Specialist II's.

Other Information

Excellent customer service and sound professional judgment are required.

Desirable Qualifications: (List in order of importance.)

- Strong supervisory and management skills to perform effectively in a complex environment with multiple competing priorities and demands.
- Strong team leadership, staff development, interpersonal, problem solving and negotiation skills.
- Experience with network provisioning and provisioning tools and technologies.
- Ability to analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Ability to communicate and work productively with technical staff, vendors, OTech management and OTech customers in a professional consulting role.
- Knowledge of principles and techniques of effective personnel management and supervision.
- Ability to effectively use project management techniques and methodologies.

	• Ability to work under pressure and ensure timely incident resolution and completion of projects. • Must possess effective oral and written communication skills. • Knowledge of current information technologies and trends. • Knowledge of Information Technology Infrastructure Library (ITIL). • Knowledge of state policies and procedures governing procurement and the use of technology.

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) Vacant	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT) Brian J Parks	SUPERVISOR SIGNATURE	DATE