

DUTY STATEMENT

ASD 045 (REV. 6/2021)

CURRENT

PROPOSED

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Revision Date: 4/12/2022

1. POSITION INFORMATION		
A. Position Number:	B. Classification Title:	C. CBID:
817-425-1405-001	Information Technology Manager I	M01
D. Division:	E. Branch/Section/Unit:	F. WWG:
Technology Services	Infrastructure & Operations Branch/ Systems Operations Section	E
G. Working Title:	H. Employee Name:	I. Effective Date:
Systems Operations Section Manager		Click or tap to enter a date.
2. POSITION REQUIREMENTS		
A. Special Requirements: <i>Check All That Apply</i>		
<input checked="" type="checkbox"/> Physical Requirements (Attach HSS 465-A) <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Bilingual Fluency (Non-English Language) – Specify Below <input type="checkbox"/> Other – Specify Below		
B. Special Requirements Description, as applicable: N/A		
C. Conflict of Interest Required (Gov. Code 87300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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.		
3. SUPERVISION		
A. Supervision Received: The incumbent reports directly to the Branch Chief, an Information Technology Manager II (ITM II), in the Infrastructure & Operations Branch.		
B. Supervision Exercised: The incumbent supervises IT staff in the Systems Operations Section, Database Administration and Systems Performance Monitoring & Workload Automation Units.		
4. DUTIES AND RESPONSIBILITIES OF THE POSITION		
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS		
This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.		
GENERAL STATEMENT		
Under general direction of the Infrastructure & Operations Branch (IOB) Branch Chief, the Information Technology Manager I (ITM I) serve as manager of the Systems Operations Section (SOS). The ITM I manage staff participation in and oversight of business technology, IT project management, information security engineering, and systems engineering services in support of technology recovery planning, cloud services contract management, database administration, and system monitoring in the (SOS), IOB, within Technology Services Division (TSD).		

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
ESSENTIAL FUNCTIONS	
IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input checked="" type="checkbox"/> Business Technology Mgmt. <input type="checkbox"/> Client Services <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> Information Security <input checked="" type="checkbox"/> IT Project Mgmt. <input checked="" type="checkbox"/> System Engineering
30%	Leadership: Manage and supervise staff to ensure service level agreements are met and standard processes are adhered to for cloud services management, technology recover, systems monitoring, and database administration. Facilitate workforce and succession plans to ensure stability of the Systems Operations staff. Ensure staff receive career development training and enhance staff knowledge, skills, and abilities to effectively support excellent customer service for current and emerging business needs in delivery of cloud services management, technology recovery, systems monitoring, and database administration services.
20%	Communication: Coordinate and collaborate with stakeholders, suppliers, customers, sponsors, TSD management and staff to achieve business service needs through identification of requirements to plan and recommend technology, hardware, software, services, and implementation directions for technology recovery planning, cloud service contracts, database administration, and system monitoring services.
20%	Maintenance and Operations: Maintain and operate technology recovery planning, cloud services contracts, database administration, and system monitoring services to ensure excellent quality of services. Execute maintenance and operation plans for consistent Systems Operations services delivered with the highest quality of customer service. Implement required Federal and State security controls ensuring conformity to security policies to protect access to Child Support program information. Collaborate with the Information Security Office (ISO) staff on security audits for validation and implementation of controls. Coordinates with the Branch Chief, IOB managers, and ISO manager to assure operational recoverability of services in accordance with the technology recovery plans.
15%	Reporting: Develop System Operations performance metrics and operational plans and establish and report on service levels for quality customer services, including security controls following state and federal policies and industry best practices that meet Department of Child Support (DCSS) program needs. Report on service levels to DCSS program management and TSD management, in collaboration with the Branch Chief through presentations and reporting documentation, to achieve an understanding of service delivery quality, asset management, service fulfillment, and incident management service delivery.
10%	Personal Development: Invest in personal development and growth through continuous education to maintain and enhance knowledge in the information technology field and as a technology leader with an emphasis in Infrastructure and Operations to deliver forward thinking and innovative services.

MARGINAL FUNCTIONS	
5%	Participate on departmental teams and workgroups, make presentations to Local Child Support Agency (LCSA) directors and others, and represent the Department at an Agency or statewide level on behalf of senior IT leadership, as needed.
5. WORKING ENVIRONMENT AND CONDITIONS	
Two story building with standard office modular workspace. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings/trainings, etc., in designated areas. Requires occasional travel to off-site meeting locations, conferences, or training. Work environment is fast paced and requires the incumbent to be flexible, use good time management practices, and effectively identify priorities to complete assignments timely. May require periodic work during non-standard hours and during weekends to meet workload needs and/or to support and supervise staff who work during these hours.	
6. OTHER RESPONSIBILITIES	
<p>A. Independence of Action and Consequences: Child Support Enforcement has critical timelines, political, and financial ramifications. Poor participation, judgement, and decisions can adversely affect the success of the Child Support Program that may result in cost to the taxpayers, inability to meet DCSS goals and objectives, and may discredit DCSS. Failure to identify risks and issues in a timely manner could result in slippages in schedules, increased costs, stop or slow services to our customers, and/or jeopardize the integrity of the DCSS systems and the department. Poor communication and coordination can adversely affect the Child Support Program and the children of California.</p>	
<p>B. Personal Contacts: The incumbent has contact with departmental executives, managers, supervisors, and State and contract staff within TSD, as well as managers and staff from State and Federal agencies, LCSAs, counties, and vendors.</p>	
<p>C. Administrative Responsibilities (Supervisory/Managerial Class Only): The incumbent performs the full range of management and supervisory duties including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisal summaries; monitor employee performance and, if necessary, utilize progressive discipline principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve/deny administrative requests including leave, overtime, travel, and training.</p>	
7. ACKNOWLEDGEMENTS	
<p>A. Employee's Acknowledgement: <i>I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.</i></p> <p><i>I can perform these duties with or without reasonable accommodation:</i></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>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 notify the Reasonable Accommodation Coordinator in the Wellness and Safeguards Unit.</p>	

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

- B. Supervisor's Acknowledgment:** *I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.*

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	