EDD Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Manager I	Working Title ACES Application Section Chief
Name of Incumbent	Position Number 280-349-1405-009
Section/Unit ACES Application	Supervisor's Name
Division Product Development Division	Supervisor's Classification Career Executive Assignment (C.E.A)
Branch Information Technology Branch	Duties Based on: ☒ Full Time ☐ Part Time - Fraction *Click here to enter text.*
	Revision Date 4/28/2022

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment
☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check
☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*
☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

Occasional travel may be required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

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

Under the general direction of the Career Executive Assignment (C.E.A), the Information Technology (IT) Manager I provides leadership, guidance, and coordination of work activities and resources for the Accounting and Compliance Enterprise System (ACES) within the Product Development Division (PDD) of the Employment Development Department (EDD). This Section primarily provides maintenance and operational support for the ACES application, one of the most complex EDD applications along with various other small IT applications. The IT Manager I provides direction and leadership to the section, as the ACES application is continuously enhanced to provide better and more efficient services to EDD's customers.

The incumbent works closely with the EDD's Tax Branch to understand its business needs and collaborates with various IT cross-functional teams to implement those business requirements. The incumbent plays a pivotal role in transitioning system technical knowledge from vendor to state resources and works with stakeholders to identify the tasks and timelines necessary to deliver EDD required products. Additionally, the incumbent ensures all projects are coordinated with IT Branch areas to provide efficient and effective use of IT within EDD.

The incumbent contributes toward the growth of the IT Branch into a, customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
40%	Directs staff in the development, documentation, and maintenance for the ACES application, as well as other EDD enterprise applications development, in accordance with the System Development Life Cycle (SDLC) and accepted/approved best practices and principles to solve and/or recommend automated solutions to the most complex business problems. Manages the section's budget, staff capacity, future projects, directs current projects, completes special studies, and required personnel activities. Provides strong management and a clear vision for the Maintenance and Operation of the ACES application. Sets goals and expectations for the entire ACES section, encourages leadership and initiative at all levels, and develops and evaluates alternatives for resolving problems. Make decisions and take appropriate actions to resolve system problems by pro-actively engaging all the technical areas. Provides decision makers with factual information on risk; proposes methods to mitigate risk, and clearly explains issues that impact the work efforts. Communicates the objectives, work plans and status of the various initiatives to a broad range of stakeholders.
25%	Provides direction and support to establish processes, procedures, and partnerships that foster quality service delivery to the customer organization. Establishes and maintains good communication with management, staff, and customers. Plans, coordinates, and directs the activities of staff members. Makes effective use of interdisciplinary teams. Presents ideas and information effectively, both orally and in writing; consults with and advises administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language. Gains and maintains the confidence and cooperation of others.
20%	Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manages administrative activities for group staffing and budgeting. Plans group's workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
10%	Proactively ensures that systems, projects, and work processes are of high quality to support new application enhancements by complying with State, Department, and Branch standards. Actively manage staff development programs. Establishes and maintains good communications with control agencies, sponsors, management, staff, vendors and the customers.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Occasional (13-25%)	Sitting:	Frequent (51-75%)
Walking:	Occasional (13-25%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical Lighting	Pushing/Pulling:	Not Applicable
Lifting:	Not Applicable	Bending/Stooping:	Not Applicable
Other:	*Click here to enter text.*		

Type of Environment: a. Cubicle   b. Select   c. Select   d. Select

Interaction with Public: a. N/A   b. Select   c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

Directly – 2 Information Technology Supervisor II, 2 Information Technology Specialist II, 1 Information Technology Specialist I
Indirectly – 15 IT Specialist I, 1 IT Associate, 3 matrixed staff and 15 vendor staff

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name (Print)

Employee's Signature   Date

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature   Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.	PMG Analyst initials LB	Date approved 4/5/2019

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

Click here to enter text.

** AFTER SIGNATURES ARE OBTAINED:
- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**