



**YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS
DUTY STATEMENT**

CLASSIFICATION TITLE Information Technology Manager II	DIVISION NAME Information Technology Division, Emerging Technologies and Integration Services Office
WORKING TITLE Chief of Emerging Technologies and Integration Services Office	POSITION NUMBER 333-350-1406-001
EMPLOYEE NAME VACANT	EFFECTIVE DATE June 7, 2022

You are a valued member of the Department of FISCAL. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the general direction of the Chief Information Officer (CIO) / Deputy Director of Information Technology Division (CEA B), the Information Technology Manager (ITM II) will serve as a member of the Information Technology Division (ITD) senior leadership team as the Chief of Emerging Technologies and Integration Services Office (ETISO). The ITM II is responsible for managing the Financial Information System for California (FI\$Cal)'s web services including the internet, intranet, collaboration, training and other general support services (GSS) systems. ETISO also manages the FI\$Cal's emerging technologies (Robotic Process Automation (RPA) services, Vendor Portal and Artificial Intelligence solutions such as Chatbots. Other responsibility is the operations of FI\$Cal's Enterprise Integration Services (such as FI\$Cal's interfaces to external and internal systems and batch processes) which include mission critical production processing. This position has full management responsibility for organizing, planning, directing, coordinating, and managing all activities associated with the FI\$Cal ETISO.

The ITM II works closely with the CIO to formulate and implement Information Technology (IT) policies, standards, and process improvements for the ongoing operational effectiveness of the FI\$Cal system and the department's IT infrastructure. The ITM II also collaborates with other ITD and functional teams to plan and implement emerging technologies and web services to enable the Department of FISCAL to efficiently provide exceptional customer service.

The duties for this position are focused in the Software Engineering domain, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED

The ITM II reports directly to the Chief Information Officer (CIO) / Deputy Director of Information Technology Division.

SUPERVISION EXERCISED

The ITM II manages the following classifications:

- Information Technology Manager I (ITM I) – two (2) positions

The ITM II also oversees the work of consultants and partner staff who are matrixed into the ETIS Office.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
35%	Emerging Technologies and Web Services Operations <ul style="list-style-type: none">• Provide policy direction and oversee the operations of FI\$Cal's web services including the Internet, Intranet, Collaboration, Training and other General Support Services (GSS) systems, the FI\$Cals's emerging technologies including Robotic Process Automation (RPA) services, Vendor Portal and Artificial Intelligence (AI) solutions including Chatbots.• Direct and manage the operations of FI\$Cal's Customer Service Management (ServiceNow CSM) and Customer Relationship Management (Dynamics CRM) systems including technical upgrades and functional enhancements.• Lead strategic planning and implementation efforts to evolve chatbot and RPA solutions into integrated omnichannel conversational AI solutions that can improve customer service.• Lead efforts to plan and implement operational and technical improvements to operate the Emerging Technologies and Web Services at expected service levels.• Collaborate with the Infrastructure and Platform Services Office to reduce on-premises infrastructure for Emerging Technologies and Web Services solutions in accordance with FI\$Cal's cloud strategy.• Collaborate with the Enterprise Security Services Office to ensure compliance with information security policies and to ensure disaster recovery preparedness.• Maintain compliance with all applicable statewide IT policies, procedures, and standards.
30%	Enterprise Integration Services Operations <ul style="list-style-type: none">• Provide policy direction and oversee the operations of FI\$Cal's Enterprise Integration Services components including the interfaces to external and internal systems.

	<ul style="list-style-type: none"> • Direct and manage the operations of FI\$Cal batch processes which include mission critical production processing and highly technical and complex software such as enterprise service bus, job schedulers, and file transfer software. • Lead efforts to plan and implement operational and technical improvements to operate the Enterprise Integration Services and batch processes at expected service levels. • Collaborate with the Infrastructure and Platform Services Office to plan and implement advanced monitoring tools and processes to proactively identify and resolve the operational issues with the Enterprise Integration Services and batch processes. • Collaborate with the Business Application Services Office to develop enhancements and defect repairs associated with the Enterprise Integration Services and batch processes. • Establish cooperative relationships with FI\$Cal customers and lead outreach efforts to resolve operational issues with the Enterprise Integration Services and batch processes. • Lead efforts to implement new integrations with the FI\$Cal customer departments and provide support for data conversions. • Collaborate with the Enterprise Security Services Office to ensure compliance with information security policies and to strategically manage the vulnerabilities, threats and incidents associated with the Enterprise Integration Services and batch processes.
<p>10%</p>	<p>Operational Integration</p> <ul style="list-style-type: none"> • Serve as the ETIS Office lead contact for the FI\$Cal Service Center and Command Center during the management and resolution of critical incidents. • Coordinate critical incident communications between the ITD and other divisions, partners and executive staff. • Collaborate with and provide recommendations in a consultative role to the ITD's infrastructure and application development teams on efficient resolution of critical incidents and significant application issues. • Lead efforts to conduct technical tests such as performance and accessibility tests for all major enhancement projects.
<p>10%</p>	<p>Administrative</p> <ul style="list-style-type: none"> • Prepare budget estimates and recommendations for procurement of services, training, and necessary technologies. • Proactively manage the ETIS Office spending and implement solutions to reduce operational costs in order to create budget for innovative solutions. • Maintain currency with emerging technologies and web services technologies and trends. Attend training classes as needed. Satisfactorily complete all team training requirements.

10%	<p>Staff Management</p> <ul style="list-style-type: none"> • Plan, direct, and manage the workload of ETIS staff and affiliated non-FI\$Cal staff including consultants. • Monitor progress and performance on assignments and take appropriate action to ensure timely and successful completion of ETIS activities in accordance with the department and division expectations. • Lead the efforts in hiring, developing and retaining competent and professional staff that assures an adequate level of specialized analytical and technical expertise to support current and future FI\$Cal needs. • Oversee development and planning for the appropriate training of staff to support emerging technologies. • Motivate staff to sustain high performance; establish and maintain proper staff recognition mechanisms. • Provide guidance and leadership to subordinate managers to develop and strengthen their leadership skills.
% OF TIME	MARGINAL FUNCTIONS
5%	<ul style="list-style-type: none"> • Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the Information Technology Division, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities for all Information Technology classifications; and

Ability to: Manage through subordinate managers; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check is required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FI\$Cal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier,

telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (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 discuss your concerns with the assigned HR analyst.)

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature

Date

HR Analyst BE

Date Revised: 6/7/2022