STATE OF CALIFORNIA
DEPARTMENT OF FORESTRY AND FIRE PROTECTION

POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT
PO-199 (06/16)

Working Title of Position
Statewide IT Support Manager

Division and/or Subdivision
Information Technology Services / Customer Service

Location of Headquarters
West Sacramento

Class Title of Position
Information Technology Manager I

Position Number
541-021-1405-005

Effective Date
May 2022

INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) “…material changes in the duties of any position in his or her jurisdiction”. The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.

Percentage of Time Required
Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

Under the general direction of the Chief Operations Manager, the Information Technology Manager I is responsible for the general operation, availability, effectiveness, efficiency, and security of CALFIRE IT Services. The incumbent will provide leadership to direct teams across multiple functional areas and is responsible for organizing, planning, directing, coordinating, and managing statewide IT support through Customer Service and Security operations. Responsibility includes, but not limited to supervising the IT Headquarters and Field Customer Service Supervisors, associated team members throughout the state of California as well as the Security Operations Center. The incumbent will perform the duties below:

Operational Management

- Ensures system availability and operational recovery of systems and networks to meet departmental Service Level Agreements (SLA) and standards including 24/7 emergency response, mission critical activities.
- Ensure all hardware and software upgrades, endpoint protection, workstation security patches, vulnerability management and repairs are performed in a timely manner.
- Ensure operations, support, development, and infrastructure adhere to CALFIRE best practices and standards.
- Directs the CALFIRE’s ServiceNow ITSM system and manages the CALFIRE IT Service request triage team.
- Ensures support of all CALFIRE supported IT services including both in house and commercial software applications by prioritizing and promptly addresses operational needs
- Provide leadership and guidance to supervisors and managers and foster collaboration and build strong relationship with both internal and external business partners and customers.
- Foster methods of creative decision-making and problem-solving.

*These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.

Equal Employment Opportunity (EEO) Statement: All CALFIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CALFIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.

Job qualifications and/or conditions of employment: Will be working at a computer in a cubicle under artificial light. May be required to occasionally bend, stoop, pull and lift and/or transport objects. Regular travel (25%) may be required. Required to perform periodic off hours support in duty officer capacity.

"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature

Date

Supervisor Signature

Date

Personnel use only

☑ Posted to Directory

Initials and date
Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

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<tr>
<th>Percentage of Time Required</th>
<th>Duties and Responsibilities</th>
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| 25%                         | **Security Operation Center (SOC) Management**  
  - Work with the Chief Information Officer, Chief Information Security Officer (ISO), and Chief Operations Manager to maintain and improve CAL FIRE’s information security program, standards, guidelines, and best practices to align and comply with statewide requirements.  
  - Manage SOC to ensure a timely response, mitigation, remediation, or resolution to information security incidents using approved procedures and tools.  
  - Ensure proper documentation of process and procedures as well as documentation of incidents.  
  - Ongoing development of SOC roadmap and development of technical staff. |
| 15%                         | **Customer Service Management**  
  - Develop plans to accomplish CAL FIRE goals and objectives in accordance with organizational mission and strategic goals.  
  - Support and advocate IT leadership philosophy, policies, and procedures.  
  - Maintain and reinforce relationship with statewide program areas, regional, and local unit leadership quarterly in-person and virtually.  
  - Ensure regional customer service teams are appropriately staffed and prepared for annual fire seasons.  
  - Receive feedback from customers and staff alike while regularly meeting with staff to promote timely solutions. |
| 15%                         | **Strategy & Planning**  
  - Lead and inspire the multiple across function teams to engage with the business and identify new functionality, develop compelling business cases, prioritize projects, and develop plans that maximize return on investment for the company.  
  - Effectively initiate, plan schedule, control, and bring to closure multiple high priority projects.  
  - In collaboration with program managers, IT Management, senior management, and stakeholders, the incumbent will plan and establish (SLA) that support business goals for the entire IT services portfolio throughout the enterprise. |
| 5%                          | *Perform other duties as assigned. |

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"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature ___________________________ Date _____________  
Supervisor Signature ___________________________ Date _____________

Personnel use only  
☐ Posted to Directory ___________________________ Initials and Date _____________