

**DUTY STATEMENT**

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**Employee Name:**

<b>Classification:</b> Information Technology Manager I (System Engineering)	<b>Position Number:</b> 581-152-1405-909
<b>Working Title:</b> Cloud Enterprise Service Section Chief	<b>Work Location:</b> 1616 Capitol Avenue Sacramento, CA 95814
<b>Collective Bargaining Unit:</b> M01	<b>Tenure/Time Base:</b> Permanent/Full-Time
<b>Center/Office/Division:</b> Information Technology Services Division	<b>Branch/Section/Unit:</b> Data Center Operations and Services Branch/ Cloud Enterprise Services Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

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**Competencies**

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The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

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**Job Summary**

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This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

Under the general direction of the Information Technology Manager II, Branch Chief, Data Center Operations and Services, the Information Technology Manager I (ITM I) serves as Chief, Cloud Enterprise Services Section (CESS), responsible for leading the design, development, implementation, and maintenance of high-performance technology cloud solutions. The ITM I develops, plans, organizes, and manages work activities in support of a variety of the most complex, critical and highly sensitive processes and recommendations to establish organization-wide policies and standards for all departmental information technology (IT) architecture and systems in the California Department of Public Health (CDPH).

The ITM I directs CESS in the development, architecture and maintenance of the most complex IT

architectures and systems within a Cloud hosting environment such as, but not limited, to Microsoft Azure, Amazon Web Services (AWS), Salesforce, VMWare Cloud Services and Oracle Cloud platform. These systems are comprised of network infrastructure service projects, new service offering projects, and activities including: support of production operations, management of branch/section service activities, and facilitate internal and external working relationships between units, sections and branches.

The ITM I performs duties within the System Engineering, Information Technology Project Management, and Information Security Engineering domains.

### **Special Requirements**

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

### **Essential Functions (including percentage of time)**

#### **35% Cloud Enterprise Services Management and Supervision**

Provide technical support and research for cloud-based IT acquisitions and server operations for CDPH. Manage, create, and maintain all departmental enterprise cloud licensing agreements, ensuring all purchases are completed according to departmental policies. Establish architecture, design and technology principles and guidelines for all IT cloud projects and systems. Establish controls, research for all department IT cloud acquisitions in alignment with department standards and security. Participate and act as lead in strategic business and tactical planning, development and maintenance of architecture policies, processes, standards, and procedures as they relate to technical change within the Department.

Manage CESS by providing general direction and supervision for staff engaged in technology research, analysis, design, development, implementation, maintenance, and support. Recruit, develop, and retain a competent professional staff that assures an adequate level of specialized technical expertise to support current and future CDPH IT needs. Assess training needs, develop and implement training plans, and conduct annual performance evaluations. Identify and resolve staff performance issues. Perform critical analysis and provide direction for work plans, deliverables, and skills development for the diverse tasks assigned to the Enterprise Cloud Services Section.

Initiate and/or recommend changes to promote innovative and secure IT solutions to meet the Department's business needs. Coordinate with internal and external entities to provide enterprise architecture services and resolves issues as required.

**35% System Architecture Services Operations**

Establish an enterprise level framework for organizing, developing, and managing ITSD's information and technical architectural areas in alignment with the overall Enterprise Architecture (EA) Program. Establish the necessary reference models and processes needed to identify ITSD's current technical cloud infrastructure standards and strategic direction. Work with the EA Program to establish EA methodology, expertise, and tools needed as part of these frameworks for use in developing enterprise level information and technical architectures across the ITSD cloud environments. Establish the means to assess and control changes to these architectures and their related standards. Conduct studies and technical research involving new technology, information modeling, and data management. Participate in the evaluation, selection, and implementation of new technology. Provide leadership by helping project staff architect and design information models and technology solutions for the largest and most complex systems within the State. Work with the enterprise security operation services to secure cloud environments including, but not limited to, intrusion detection, network and web monitoring, code review, and risk assessment to ensure the protection of the enterprise information assets.

**25% Policy and Planning**

Participate in the development of IT strategic and tactical plans that can be used for developing IT solutions to satisfy the Department's business goals and objectives; assist in developing, implementing, enforcing and maintaining policies, processes, standards, and procedures.

<b>Marginal Functions (including percentage of time)</b>
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**5%** Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date
<b>HRB Use Only:</b> Approved By: CW	Date 7/8/22		

