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| State of California  California department of technology  Duty Statement PROPOSED  Tech 052 (Rev. 02/2018) | | | | | | **RPA NUMBER (HR Use Only)** | | | |
| **22-012** | | | |
| **ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**  **INSTRUCTIONS:** Before completing this form, read the instructions located on last page. | | | | | | | | | |
| Section A: Position Profile | | | | | | | | | |
| A. Date | | B. appointment effective date | | C. Incumbent Name | | | | | |
|  | |  | |  | | | | | |
| d. CIVIL SERVICE CLASSIFICATION | | | | e. POSITION WORKING TITLE | | | | | |
| Information Technology Manager I | | | | Business Technology Procurement Manager | | | | | |
| F. Current Position Number | | | | G. proposed Position Number (Last three (3) digits assigned by HR) | | | | | |
| 695-440-1405-XXX | | | |  | | | | | |
| H. office / section / unit / physical Location of Position | | | | I. supervisor Name and classification | | | | | |
| Statewide Technology Procurement/Rancho Cordova | | | | Deputy Director | | | | | |
| J. Work Days / Work Hours / work shift (day, swing, grave) | | | | K. Position Requires: | fingerprint background check | | | | Yes  No |
| M-F, 8 – 5 p.m./day | | | | Driving an Automobile | | | | Yes  No |
| Section B: Position Functions and Duties  **Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).** | | | | | | | | | |
|  | **Information Technology Domains (Select all domains applicable to the incumbent’s duties/tasks.)** | | | | | | | | |
| Business Technology Management  Information Security Engineering | | | IT Project Management  Software Engineering | | | Client Services  System Engineering | | |
|  | Organizational Setting and Major Functions | | | | | | | | |
|  | Under general direction of the Deputy Director, the Information Technology Manager I (IT Mgr I) serves as an integral member of the Statewide Technology Procurement’s (STP) management team. The IT Mgr I is responsible for the management of the Business Systems to support procurement activities. The IT Mgr I supervises a professional team of staff who provide essential business information, analytical and systems support for the internal business applications systems and business system end-users.The IT Mgr I reviews business requirements that are complex, reviews technical studies and surveys, and provides technology expertise on the development of non-delegated IT and Telecommunications (Telecom) projects for the State of California, in accordance with Public Contract Code Sections 6611, 12100 and 12120 and compliance with the Project Approval Lifecycle (PAL) Framework.  **The IT Manager I position is designated under the Conflict of Interest Code. The IT Manager I 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 thirty (30) days of appointment. Failure to comply with the Conflict of Interest Code requirements, may void the appointment.** | | | | | | | | |
|  | Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) | | | | | | | | |
| % of time performing duties  50%  % of time performing duties  35%  % of time performing duties  10% | The IT Mgr I provides consultation and management oversight for all levels of the organization to solve a wide range of complex business and technical problems. The IT Mgr I demonstrates a depth of leadership and technical expertise in the analysis, research, design, development, implementation, and maintenance of business workflow solutions and Information Technology Services Management (ITSM) processes for STP staff and critical partners in order to provide innovative problem-solving solutions to streamline various applications and systems.   * Develop, plan, and implement internal STP software systems to design and configure applications that support and enhance STP programs. Provides technical expertise and leadership to oversee technical staff in designing and implementing well-integrated products. Develop plan to optimize and streamline process and creative development methodologies. * Review solution recommendations, process models, system workflow specifications, system configuration, design documentation, test casts, coding solutions, code defect corrections, implementation plans, and required documentation utilizing various tools and application software (including but not limited to Microsoft Power apps, ServiceNow, Javascript, Adobe, SharePoint, Office 365) and other collaboration tools (including but not limited to MS Teams, Skype, WebEx) and Application Programming Interfaces (API) to ensure a strong technical foundation. * Oversees system administration of business solutions by monitoring system performance, conducting capacity planning, and evaluating future release features. Creates system and billing reports, track logs, technical white papers and documentation, system development templates, processes, and procedures utilizing ServiceNow, SharePoint, Office 365, and other software tools to ensure system sustainability and long-term support strategy. * Oversees external technical consultants/vendors with the development and implementation of applications and establishment of procurement requirements. Promotes high quality, scalability, and timely completion of projects. Ensure changes are adequately and correctly made to the systems. * Provide leadership, management, and direction to multidisciplinary state team to monitor, troubleshoot, and assess business services applications for continued support of integrated applications such as Non-Competitive Bid online tools, STP intake portal, on-line vendor repositories and online vendor files. * Lead and/or participate in the technical assessment of alternative solutions for state agencies’ proposed IT projects involving a wide variety of IT systems including public-facing mission-critical applications, service-oriented applications, systems of systems, enterprise content management systems and business intelligence systems to ensure the selected solutions provide best value for state’s programmatic needs. * Manage project, customer, and vendor activities to ensure the successful implementation of project objectives that require system modification or development. Implementation activities include: collaboration, development, and review of detailed system requirements; gap analysis, design, configuration, installation, testing, training, deployment, process re-engineering, change management, communication and other activities. * Serve as an advisor and make recommendations to the Internal Business Applications Chief in all areas of system support for business functions including human resources, financial management, asset management, budgets, procurement, intranet governance and policies and procedures. * Responsible for managing and interacting with interdepartmental tools such as: solicitation tools, PAL portal, reporting, etc. * Plan, organize, and direct the day-to-day activities of professional staff and promote a positive climate for change and continuous improvement of processes, creative decision-making, and problem-solving. * Develops and/or reviews various IT and telecommunication solicitation documents functional, non-functional, and technical requirements for relevance, completeness, and accuracy. * Serves as a subject matter expert (SME) to respond to technical solicitation and negotiation questions, engages in bidder negotiations, contributes to bid evaluations, and on-boards vendors awarded an STP contract. * Acts as lead developer with technical consultants/vendor SMEs as they contribute to various components of business or technical requirements and subsystems. * Reviews and provides feedback to solicitation documents including but not limited to Request for Proposals, Request for Quotes, Challenge Based Procurements, Non-Competitive Bid, statewide master agreements, and other procurement documents (i.e. bidder qualifications, technical qualifications, etc.). * Collaborates with vendors on industry trends, emerging technologies, and service delivery methodologies to ensure STP contracts and requirements are developed based on industry best practices and will meet customer technical and business needs. * Through collaboration and consultation, ensures STP contracts provide valuable IT and telecommunications requirements feedback that facilitate agencies delivering their mission. Utilizes information and data from industry, users, service providers or other sources when developing technical requirements. * Provides assistance to STP and external customers, supporting business partners, and contracted staff. * Manage the business and technical requirements, maintenance and changes for all of the Administration's databases and systems, including but not limited to: PeopleSoft, CalTABS, and other small systems that interface and feed through the California Department of Technology systems. Monitor and plan for the replacement of these systems at the end of their useful life. * Manage and responsible for independently conducting all phases of large, complex non-delegated IT and Telecommunication solicitations, and facilitates projects that require heavy customer or vendor engagements, this includes but are not limited to; tactical judgement application and overall administrative and decision making of complex procurement transactions. * Acts as lead negotiator for PCC 6611 engagements for all non-delegated IT and Telecom projects. This includes responsibility to lead departments, customers, and vendors on negotiation strategies, planning, execution and resulting outcomes. * Develops deliverables such as Best and Final Offer, Proof of Concept, Challenge Based Procurement, Problem Statement, and associated documentation. * Oversee all staff data input into operational business process and systems for STP, including Fi$Cal reporting/maintenance, CAL eProcure, SharePoint maintenance, Service Now, Solicitation Builder, and Service Requests. * Effectively articulate relevant laws, rules, regulations, and policies to assist Executives in making operational decisions. * Provide advice and guidance on new legislative changes, regulatory changes, and policies and/or procedures that impact the acquisition of IT and Telecom goods and services. * Consult with executives, CIOs on IT and Telecom procurement issues and policies. * Collaborate with executives to determine business needs and provide guidance in developing an overall procurement roadmap for the acquisition of IT and Telecom goods and services. * Report on the financial health and needs of STP, including assist in developing Budget Change Proposals (BCP) and creating other CDT budget reports. * Participation in analyzing data and articulate reporting metrics for the Legislative Analyst Office, Legislative Bill Analysis, Strategic Initiatives, and Annual Reports. * Mentor, research, analyze and maintain knowledge of trending technologies such as but not limited to Artificial Intelligence (AI), Machine Learning, Robotic Process Automation or RPA, Edge Computing, Virtual Reality and Augmented Reality, Cybersecurity, Blockchain, Internet of Things (IoT). | | | | | | | | |
|  | * Develops strategy and internal STP policy for existing and new business services applications.   Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.) | | | | | | | | |
| % of time performing duties  5% | * Coordinate and participate in special projects and other related duties as assigned. * Attend vendor, customer, and staff meetings, as required. (Some may be off site.) * Participate in developing, engaging in and/or conducting training classes (e.g., CAL-PCA, Solicitation Builder, eLearning, leadership requirements etc.) for the competitive and non-competitive acquisition of IT and Telecom goods and services in accordance with the State Administrative Manual (SAM), State Contracting Manual (SCM), Public Contract Codes (PCC), State Information Management Manual (SIMM), State Telecommunications Management Manual (STMM), Government Codes and Regulations, PAL Framework, Executive Orders, etc., * Perform other related duties as required. | | | | | | | | |
|  | Work Environment Requirements | | | | | | | | |
|  | * Must be able to travel to customer department sites primarily in Sacramento County; however, occasional travel to other locations within California may be required. * May be required to work outside of normal business hours to support unexpected assistance or leadership related to Division procurement related efforts. May be required to work onsite, telework, or work offsite. * Must carry a mobile computing device (e.g., cell phone, laptop) and be available during non-business hours for unexpected assistance associated with STP procurement related efforts. | | | | | | | | |
|  | Allocation Factors (Complete each of the following factors.) | | | | | | | | |
|  | **Supervision Received:**  The IT Manager I works with minimal supervision and receives general direction from the Deputy Director.  **Actions and Consequences:**  The acquisitions for non-delegated IT and Telecom projects are highly visible, confidential and are often subject to public scrutiny. The incumbent is expected to independently interact with top management, including Agency Secretaries, Directors, Deputy Directors, Program Directors, and other executive levels, to effectively review and approve IT and Telecom procurement policy, procedures, and solicitations. Failure to accurately develop IT and Telecom solicitations and their respective contracts could result in customer dissatisfaction, illegal procurements, contract disputes, and failed projects. This would severely impact the CDT’s ability to procure essential statewide IT goods and services on behalf of State agencies/departments.  **Personal Contacts:**  The incumbent will have regular contact with CDT executives. Other contacts include executives from the Legislature, Department of Finance, California Department of Human Resources, State Personnel Board, Department of General Services, other State agencies/departments, and suppliers/vendors.  **Administrative and Supervisory Responsibilities: (Indicate “None” if this is a non-supervisory position.)**  The incumbent will have regular independent contact with vendors, software developers, CDT leadership, OTech staff and executive management, project managers, consultants, communication professionals, government entities, and the general public to provide advanced level technical expertise.  The incumbent must be conversant with Departmental and State personnel policies and procedures and ensure that these are adhered to when dealing with all levels of staff. The incumbent must possess a detailed knowledge of the State’s procurement process and thorough understanding of its detailed aspects. The incumbent must be thoroughly familiar with IT and Telecom projects and the principles of public administration and business and contract law, as well as legal issues specific to government and IT and Telecom procurement and contracting.  **Supervision Exercised:**  The IT Manager I directly oversees the work of IT Supervisor IIs and IT Specialists. | | | | | | | | |
|  | Other Information | | | | | | | | |
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|  | **Desirable Qualifications: (List in order of importance.)** | | | | | | | | |
|  | The successful candidate should possess:   * Creativity in business and technical concepts, alternatives, design and IT development methods used to solve business problems; able to analyze the context of situations and draw valid conclusions. * Strong background in the development and analysis of information technology systems requirements using established professional practices. * Expert knowledge of the IT project acquisition and approval processes, procedures, policies and change initiatives. * Extensive experience preparing written reports and presentations, and presenting technical information in plain language, both orally and in writing. * Extensive experience and knowledge in software system engineering and architecture in applications such as Microsoft Power apps, ServiceNow, Javascript, Adobe, SharePoint, and Office 365. * Broad experience managing vendors and validating vendor reporting. * Capable of working independently as well as cooperatively with others on complex assignments and maintain effective working relationships. * A general understanding or experience with the Project Approval Lifecycle process. * A general understanding of and experience with IT and telecom project procurement methodologies and fundamentals. * A strong knowledge of business/systems analysis and requirements. * A clear sense of project, contract, and vendor management methodologies and best practices. * Experience in principles, practices, and trends of IT and telecom acquisitions. * Experience in current computer industry technology and best practices. * Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills, and particularly, the ability to represent the CDT effectively with all levels of government, key customers, stakeholders, and internal staff. * Ability to develop and evaluate alternatives, make decisions, and take appropriate action. * Ability to establish and maintain priorities. * Ability to guide, effectively plan, coordinate, manage, and direct the activities of various teams. * Ability to consult and advise interested parties on a variety of subject-matter areas. * Must be proficient in Word, familiar with Excel and Visio software, and have a working knowledge of PeopleSoft ERP and Fi$Cal/Cal eProcure, | | | | | | | | |
| **incumbent Statement: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.** | | | | | | | | | |
| Incumbent Name (Print) | | | Incumbent Signature | | | | | Date | |
|  | | |  | | | | |  | |
| **Supervisor Statement: I have discussed the duties of this position with the incumbent.** | | | | | | | | | |
| Supervisor Name (Print) | | | Supervisor Signature | | | | | Date | |
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