

# DUTY STATEMENT

CTC-HR 101 (REV 06/18)

RPA #	EFFECTIVE DATE:
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EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-403-1405-XXX
DIVISION/UNIT Information Technology	CLASS TITLE/WORKING TITLE Information Technology Manager I

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the administrative direction of the Chief Information Officer (CIO), the Information Technology Manager I (IT Manager I) supervises, plans, organizes, manages, directs, and oversees the work of a group of information technology specialists responsible for evaluating, designing, developing, building, installing, testing, modifying, and maintaining complex systems. The incumbent, serving as a technical manager, may be assigned to and responsible for management of multiple projects concurrently. The incumbent will provide leadership, motivation, coaching, remove roadblocks, and inspire the team to do their best work. The IT Manager I will set department-wide policy for the management and development of IT software solutions.

Percentage of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

40%	<p><b><u>ESSENTIAL FUNCTIONS</u></b></p> <p>Manage Software Development Enhancements and Maintenance          Manages and directs the activities of the various projects to support the Commission's core business software applications. Organizes staff workload to accommodate changing priorities and manage multiple assignments concurrently. Through subordinate IT specialists, oversees requirement analysis, design, technical specifications, coding, testing and implementation of new systems or enhancements to existing systems for the requesting business areas. Oversees and coordinates the development of new software applications or enhancements to ensure that project requirements are fully implemented, coding and security standards are applied, and the project timeline is met or modified as necessary. Conduct project builds. Perform additional analysis as necessary to clarify/refine requirements and/or evaluate possible scope changes. Coordinate and participate in both internal (IT staff) and client testing. Plan and oversee project deployment and followup. Provides status reports to management.</p>
35%	<p>Manage Projects          Serves as technical manager for software development projects. Guides the development of plans and artifacts to obtain internal and external project approval. Controls allocated budgeted funds and staff resources to carry out projects. Provides managerial oversight for staff who support the systems to ensure projects are accomplished on schedule and within budget to the specification of business users. Ensure the required process for the project is supported and provides associated documents and approvals. Ensures compliance with the complete range of System Development Life Cycle (SDLC), change management, and similar processes and tools.</p>
20%	<p>Planning          Promotes the Commission's strategic plans with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost-effective IT services and solutions. Formulates, reviews, analyzes, and provides guidance on legislative bill analysis and evaluates impact to systems and resources. Advises and provides recommendation to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements.</p>
5%	<p><b><u>MARGINAL FUNCTIONS</u></b></p> <p>Other Duties</p>

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As assigned, participate in information technology projects undertaken by IT. Provide basic technical assistance to business staff on Commission-managed software applications. Other related duties as required.

### KNOWLEDGE AND ABILITIES

*Knowledge of:*

*Application software design and development*

*Database design and development*

*SQL/Writing and understanding queries and Entity Relationship Diagrams (ERD)*

*Cloud computing and infrastructure*

*Application security design and development: real-life experience in designing a security model applied to all layers of the application system from UI to data layer. Integrating security with network, application, and database.*

*Conceptual knowledge and experience to design and develop two different types of applications: transaction-based application consuming relational data; application focusing on data analytics, reporting, and data visualization using data warehousing.*

*Experience in designing middle tier data layer with/without an established framework.*

*Application system integration: developing custom APIs or applying third-party integration software to interoperate multiple applications such as batch processes, SSIS ETL, reporting, etc. and automatic business computing.*

*Software application framework design and development*

*Software Development Lifecycle (SDLC)*

*Microsoft Windows operating system*

*Design documentation such as ERDs, wireframes, test plans*

*Ability to:*

*Be responsive*

*Have excellent attention to detail*

*Analyze problems and issues*

*Evaluate and present solution alternatives*

*Handle multiple tasks, projects, and priorities*

*Work cooperatively with others*

*Work efficiently*

*Report to work on time*

*Maintain consistent and regular attendance*

*Work with changing deadlines and priorities*

*Look and act in a professional manner*

*Get along with others*

*Meet deadlines*

*Work independently and as a team*

*Attend and participate in meetings*

*Adapt to changes in technology*

*Skill to:*

*Communicate effectively in writing in a courteous and professional manner*

*Read and comprehend written materials to apply information and determine appropriate course of action*

*Analyze and evaluate data and information to formulate conclusions and courses of action*

*Prepare clear and concise written and verbal instructions to audiences with varying level of understanding*

*Provide technical and descriptive documentation*

*Identify solutions to various IT related problems*

### INTERPERSONAL SKILLS

Excellent Interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission

Demonstrate a commitment to maintaining a work free environment free from discrimination and sexual harassment

Maintains good work habits and adheres to all policies and procedures

Fingerprint clearance

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## DESIRABLE QUALIFICATIONS

Understanding and ability to participate in all phases of the SDLC including gathering requirements, business analysis, configuration management, and quality control.

Project management experience applying the principles, methods, techniques, and tools for developing, scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk.

Project management experience as demonstrated by a successful track record of managing large and complex IT projects.

Experience with application development tools and technologies.

Database design/development experience

Cloud computing and infrastructure experience

Apply creative thinking in the design and development of methods of processing information with information technology systems.

Strong work ethic with the ability to work independently, and to prioritize and manage work to meet critical timelines

Excellent communication skills and team player spirit coupled with problem analysis and solving abilities

Work under pressure; quickly learn new concepts

Apply creative thinking in the design and development of methods of processing information with information technology systems

Experience in maintaining database objects like tables/views/stored procedures/functions/triggers

Strong work ethic with the ability to work independently, and to prioritize and manage work to meet critical timelines

Excellent communication skills and team player spirit coupled with problem analysis and solving abilities

Work under pressure; quickly learn new concepts

## WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

### Work Environment:

Requires prolonged sitting, use of telephone and terminals, frequent contact with employees

Requires mobility to various areas of the CTC

### Physical Ability:

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

## PERSONAL CONTACTS

The incumbent has contact with all levels of Commission staff, management, consultants, and vendors.

## LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

The incumbent makes decisions that impact the functionality of the Commission technology applications and solutions. Failure to properly administer duties using good judgement, logic, and discretion, may result in poor performance or system degradation resulting in loss of efficiency through unnecessary delays, loss of data, loss of employee productivity, user

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dissatisfaction, and outages. Consequences include operational downtime, loss of business continuity, and poor customer service.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE