



PROPOSED  CURRENT

<b>Classification Title</b> Information Technology Manager I	<b>Division</b> Information Technology (IT) Services
<b>Working Title</b> Section Chief	<b>Office/Section/Unit/Geographic Location</b> IT Application Branch / Sacramento
<b>Position Number</b> 592-620-1405-001	<b>Name and Effective Date</b>

**General Statement:** Under the general direction of the CEA-B (Chief Information Officer), the Information Technology Manager I (ITM I) (Section Chief) plans, organizes, and directs all activities associated with the development, implementation, and support of the Information Technology (IT) Application Branch for the Department of Cannabis Control (DCC). More specifically, as part of the management team, the Section Chief is responsible for coordinating the activities of the following complex IT functions: interface configuration, application development and implementation, business intelligence, database, and reporting services. The Section Chief's responsibilities span multiple disciplines involving different technical environments. This position is in the Business Technology Management domain. Duties include, but are not limited to, the following:

**A. Specific Assignments [w/ Essential (E) / Marginal (M) Functions]**

**30% (E) Systems Management**

Manage, plan, prioritize, and assign tasks and functions to subordinate managers/supervisors and staff on all production systems. Direct complex systems analysis, programming, configuration, and testing tasks for modifications to On-line Professional Licensing systems, as required by legislative or regulatory changes, and manage associated maintenance and operations activities.

**30% (E) Project Delivery**

Manage, plan, prioritize, and assign tasks and functions to subordinate managers/supervisors and all staff on project delivery. Ensure tasks are completed according to the modification, project, and maintenance release schedules. Report to IT Services Division management, using various reporting structures, status and issues.

**25% (E) Direct Management for Reporting and Business Intelligence**

Direct analysis of clients' reporting needs. Ensure that sound methodologies are employed in determining the best course of action to implement a solution with regards to reporting and business analysis. Coordinate with the business on all reporting needs and staff for clarifications proper business intelligence platforms in order to complete analyses. Direct the implementation of system reports and business intelligence to enhance the effectiveness of analytics for DCC. Advise and report to Executive staff and external agencies.

**10% (E) Personnel Management**

Provide continuous feedback to staff on employee performance issues and take appropriate action. Manage the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure sufficient coverage and support. Ensure staff has appropriate training and skills necessary to effectively perform tasks and carryout responsibilities.

**5% (M) Strategic/Organizational Planning**

Ensure the IT Services Division meets all administrative and IT mandates, departmental and statewide policies and procedures, and control agency guidelines. Participate in the development of policies and procedures. Participate in the development and management of short and long-range plans encompassing both strategic and operational needs (budget plans, resource acquisition, and staff allocation). Maintain an awareness of industry trends, emerging technologies, and IT Best Practices to meet the client needs and to ensure the highest quality services are provided.

**B. Supervision Received**

The Section Chief works under the general direction of the Chief Information Officer.

**C. Supervision Exercised**

The Section Chief directly supervises the unit supervisors, team leaders, and teams of individual projects as necessary.

**D. Administrative Responsibility**

As part of the management team, the Section Chief is responsible for coordinating the activities of multiple complex IT functions. The responsibilities span multiple disciplines involving different technical environments. The Section Chief is administratively responsible for the performance evaluations of all direct staff and keeps the Chief Information Officer informed of the activities of the IT Application Branch.

**E. Personal Contacts**

The incumbent has contact with all levels of the DCC staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCC's Divisions, Branches, Offices, and Units including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

**F. Actions and Consequences**

The incumbent will make decisions that impact the functionality of the DCC technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCC end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCC may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

**G. Functional Requirements**

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCC's statewide field sites as scheduled in advance.

**H. Other Information**

The incumbent performs at both a strategic and an operational level and provides leadership and vision to staff. In addition, the incumbent participates in high-level business and organizational development activities as part of the ITS Senior Management Team.

The incumbent must demonstrate a high degree of professionalism at all times, be able to reason logically and creatively, and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. The incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing; consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible; establish and maintain effective day-to-day relationships with all levels of management, staff, government agencies, and external organizations; and operate to protect the cyber security of individual departmental staff, the DCC's network and infrastructure, and all data assets.

**Additional Performance Expectations:**

- Ability to work cooperatively with others
- Ability to work efficiently
- Ability to report to work on time
- Ability to maintain consistent, regular attendance
- Ability to work under changing deadlines
- Ability to look and act in a professional manner
- Ability to get along with others
- Ability to exhibit courteous behavior towards others at all times
- Ability to meet deadlines
- Ability to perform tasks with minimal amount of errors
- Ability to do completed staff work

**Criminal Offender Record Information (CORI):** Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

**Conflict of Interest:** This position is subject to Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

**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 Health & Safety analyst.)

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Employee Signature

Date

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Employee's Printed Name – Classification

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

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Supervisor Signature

Date

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Supervisor's Printed Name – Classification