Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification	Working Title
Information Technology Supervisor II	MAC Coordination Group Manager
Name of Incumbent	Position Number
Click here to enter text.	347-1404-005
Section/Unit	Supervisor's Name
MAC Coordination Group	*Click here to enter text.*
Division	Supervisor's Classification
Production Services	Information Technology Manager I
Branch	Duties Based on:
Information Technology	☒ Full Time ☐ Part Time - Fraction
	Revision Date
	4/25/2018

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☒ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☐ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☒ Client Services

☐ Information Security Engineering   ☐ Software Engineering   ☐ System Engineering

Under the general direction of the Operations Support Section Chief, the incumbent plans, organizes, directs, and monitors the activities in the Moves, Adds and Changes (MAC) Coordination Group, which includes Account Management and MAC Units. The MAC Coordination Group:

- Provisions Employment Development Department (EDD) desktop and network access and permissions for EDD employees and contract staff
- Coordinates provisioning of end-user device solutions
- Coordinates Information Technology (IT) services for office reconfigurations, consolidations, and closures, and staff relocations

The incumbent must ensure that the end results are of high quality and are completed in a timely and professional manner. The incumbent is responsible for occasionally completing the most sensitive and/or complex technical issues within the group. The incumbent creates an environment

that motivates staff to perform at the highest level of quality and that generates teamwork and openness between the team members and management.

The incumbent contributes toward the growth of Information Technology Branch (ITB) into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
30%	Plans, directs and coordinates work activites of MAC Coordination Group, which provides technical assistance, coordination and consultation to technical staff performing technical and analytical work in support of the EDD's enterprise systems, assessing requests for hardware and software applications and coordinating moves, adds, and changes for the EDD's enterprise IT environment. Makes recommendations to technical support teams, taking into consideration factors such as equipment specifications, facility requirements, and other related criteria. Works closely with technical teams, the EDD and external department management to ensure operational processes and procedures are maintained and adhered to in accordance with State of California (CA), EDD, IT, and Information Security Office standards and policies, to ensure protection of the EDD's information technology assets and client data.
20%	Mentors, coaches, and assists staff to attain higher skill levels for career enhancement. In a supervisory capacity, directs staff in developing and implementing new services to the EDD Service Catalog. Duties include recruiting and training the team participants; coordinating assignments; defining objectives of the project. Provides opportunity for staff to learn new skills in support of the Department's direction. Provides opportunities for forming and joining teams
20%	Ensures customer service requests are scheduled and completed according to Department IT standards, policies and procedures. Identifies opportunities for business process improvement and identifies any potential risks. Develops and maintains all manners of relationships to ensure timely, clear and complete communications. Ensures customers are kept current on the status of their projects and requests. Establishes regular meetings or other form of communication with our customers.
10%	Serves as Subject Matter Expert to internal and external customers on request management technical issues; collaborates with Tier 2 service managers on request fulfillment issues. Consults with Division, Branch, Department, and external State agency management regarding move, add, and change issues related to the support and/or implementation of new or changing IT processes, applications, or infrastructure which supports the customer's business needs.
5%	Establishes and reviews processes, work flows, and procedures consistent with State of CA, EDD, IT, and Information Security Office standards and policies and supports the EDD's IT assets, the Service Desk, and end-user support services.
5%	Contributes to the implementation of the ITB Business Plan. Attends, participates and trains in ITB Business Plan training sessions. Once trained, identifies actions needed to implement the ITB Business Plan principals. Models the behaviors and follows the principles throughout the workday. Provides constructive feedback to others who are not modeling the ITB Business Plan behaviors. Maintains good working relationships with coworkers, and internal and external partners.

5% Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manages administrative activities for group staffing and budgeting. Plans group's workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.

Percentage of Duties	Marginal Functions
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Repetitive (26-33%)	Sitting:	Frequent (51-75%)
Walking:	Repetitive (26-33%)	Temperature:	Temperature Controlled Office Environment
Lighting:	Artifical Lighting	Pushing/Pulling:	1-25% of the time
Lifting:	1-25% of the time	Bending/Stooping:	1-25%
Other:			

Type of Environment: a. Cubicle b. High Rise c. Select d. Select

Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

(4) IT Specialist I, (5) IT Associate, (1) AGPA T&D

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Civil Service Classification
Information Technology Supervisor II

Position Number
347-1404-005

Employee's Name (Print)
Kelly Richardson

Employee's Signature	Date

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.

Supervisor's Name (Print)
  Dave Brown

Supervisor's Signature	Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.	PMG Analyst initials MH	Date approved 12/26/2018

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

** **AFTER SIGNATURES ARE OBTAINED:**
  * **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
  * **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
  * **PROVIDE A COPY TO THE EMPLOYEE**