

**California Department of Food and Agriculture (CDFA)  
Office of Information Technology Services (OITS)  
Information Technology Manager I  
Duty Statement**

**014-015-1405-xxx  
[Name Here]**

**I. Program/Position Identification**

The Office of Information Technology Services (OITS) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. OITS is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that OITS provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, IT Infrastructure Operations, Enterprise Architecture, Procurement, and Information Security. OITS provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.

Under general direction of the Chief Information Officer/Information Technology Manager II, the Information Technology Manager I (IT Manager I) leads and manages all activities and staff associated with the Department's Infrastructure Operations Section. The IT Manager I has independent and full leadership, responsibility, and accountability for planning, organizing, and directing staff and activities associated with IT network, server, and storage infrastructure and operations support for the Department. The scope of this position encompasses the primary functions and processes within the System Engineering domain, with secondary functions and processes in the Information Security Engineering and Client Services domains.

As a leader in State government, the incumbent is responsible to develop and inspire their workforce and deliver great results for Californians and CDFA. The incumbent must set a clear vision to achieve productive results by developing plans to meet goals, leverage staff skills, and solve problems; build collaborative relationships and foster an inclusive environment for consensus-building and decision-making; coach, guide, train, instruct, and develop team members; empower staff through a sense of shared ownership and decision-making; create an open and transparent environment for the exchange of information; foster a team environment through the support and recognition of team members; promote customer service and accountability; motivate loyalty to the Department's mission and commitment to drive continuous improvement for better results. The incumbent must inspire personal credibility through authenticity, confidence, consistency, courage, decisiveness, generosity, honesty, integrity, and judgment.

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<b>Classification:</b>	<b>Information Technology Manager I</b>
<b>Working Title:</b>	<b>Chief, Infrastructure Operations Section</b>
<b>License or Other Requirement:</b>	<b>None</b>
<b>Position Number:</b>	<b>014-015-1405-xxx</b>
<b>Division/Branch/DAA:</b>	<b>Executive Office/Office of Information Technology Services</b>
<b>Location:</b>	<b>Sacramento, CA</b>
<b>Date Prepared:</b>	<b>July 8, 2022</b>
<b>Work Hours/Shift:</b>	<b>40-hour week, Monday – Friday, 8-hour day shift</b>

## II. Essential and Non-Essential Job Functions

### A. Essential Functions:

#### Function #1: Infrastructure Operations Support and Management – 45%

- Supervise and direct the workload of a staff of professional-level employees responsible for the complex analysis, design, acquisition, installation, configuration, implementation, and maintenance of the Department's server, network, storage, related infrastructure services, and infrastructure-related cloud-based collaboration and productivity subscription services.
- Lead and direct problem diagnosis, troubleshooting, and resolution to ensure infrastructure services meet expected service levels.
- In collaboration with the Enterprise Infrastructure Architect, oversee enterprise infrastructure planning and execution activities that meet CDFA's Enterprise Architecture standards, the Department's Strategic Plan, and the IT Technology Roadmap.
- Provide organizational and technical expertise in leading the architecture, design, implementation, maintenance, monitoring, and administration of the Department's IT infrastructure and related services.
- Ensure adherence to and compliance with State and Department policies, procedures, and standards as related to IT infrastructure planning, operations, and support.
- Ensure procedural and technical documentation of systems and services is developed, stored securely, and updated on an annual basis.
- Contribute and participate in development, maintenance, and testing of CDFA's Technology Recovery Plan.
- Monitor, ensure, and report on performance and operations of CDFA infrastructure and related services as needed.
- Lead, monitor, and ensure system, software, and service updates and upgrades are implemented timely.
- Ensure that actions required to mitigate or remove vulnerabilities and/or threats to CDFA assets and infrastructure systems and services are taken timely and in accordance with recommended or required direction.
- Assist in the performance of risk assessments to develop response strategies to reduce, control, and/or manage risk.
- Assist in the development of budget change proposals, including identification and documentation of business requirements, staffing needs, and required expenditures.

**Function #2: Management and Leadership – 25%**

- Participate as an active member of the OITS Management Team; work collaboratively with the OITS management team and staff.
- Brief and advise management, exercise a high degree of initiative, independence of action and originality, and demonstrate tact and good judgment.
- Communicate effectively to develop and maintain effective and cooperative working relationships.
- Adapt to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions.
- Develop staff and carry out department and Division succession plan strategies
- Complete training plans, probation reports, and other personnel-related products in a timely manner, according to the CDFA Administrative Manual.
- Manage administrative activities for group staffing and budgeting
- Plan group's workload and maintain staff time estimates for projects and line of business activities; prepares and provides weekly status reports.
- Demonstrate 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.

**Function #3: Project Management, Change Control, and Change Management – 25%**

- Employ project management methodologies to manage infrastructure IT projects and ensure customer needs are met, State and departmental standards are followed, and project milestones and deliverables are met and validated.
- Develop and update project plans for infrastructure projects, including information such as project objectives, architectures, technologies, systems, information specifications, schedules, funding, and staffing.
- Lead the collaboration between OITS leadership peers in the development, update, and maintenance of change control and change management processes, ensuring that infrastructure and cloud productivity service changes are documented, planned, tested, communicated, and executed according to industry best practices and in consideration of established policies, CDFA IT operational needs, and other requirements.
- Participate in the Change Control Board as a leader and voting member, offering and coordinating consultative analysis and recommendations as required.
- Assist in organizational change management activities to ensure that infrastructure and related service changes are adequately communicated and adopted across all CDFA organizational structures with as minimal impact as possible and in compliance with the CDFA Strategic Plan and the CDFA Technology Roadmap.

**B. Non-Essential Functions:**

**Function #1 – Miscellaneous Duties – 5%**

- Perform other job-related duties as requested by supervisor.

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### **III. Work Environment**

The duties of this position are primarily conducted indoors in an office environment. The incumbent will have a workstation with modular furniture, an adjustable rolling chair, a computer with various software programs, a telephone with voicemail, and stationary filing drawers and bins. The position requires the ability to sit for extended periods of time and operate a personal computer utilizing a mouse and keyboard.

The incumbent must be able to give presentations, participate at meetings, and interact with other staff. They must also be able to: push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 15 lbs. of force occasionally and/or a negligible amount of force frequently in order to move or position objects.

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems; overnight stays and weekend and off-shift work may be required.

Regular or recurring telework may occur as part of the incumbent's ongoing regular schedule in accordance with CDFA's Telework Policy.

### **IV. Other Information**

This position is designated under the Conflict of Interest Code. The position 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, on an annual basis, and upon vacating the position. The incumbent must complete an Ethics orientation training course within six months of assuming a Form 700 covered position, and every two (2) years thereafter, by December 31 of each numbered year. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

