

Civil Service Classification
IT Manager I

Position Number
280-347-1405-004

1. POSITION INFORMATION

Civil Service Classification IT Manager I	Working Title Section Chief
Name of Incumbent	Position Number 280-347-1405-004
Section/Unit Telecommunications	Supervisor's Name <i>Click here to enter text.</i>
Division Production Services Division	Supervisor's Classification CEA
Branch Information Technology Branch	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction
	Revision Date 9/9/2022

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> Call Center/Counter Environment |
| <input type="checkbox"/> May be Required to Work in Multiple Locations | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check |
| <input type="checkbox"/> Requires DMV Pull Notice | <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) |
| <input type="checkbox"/> Travel May be Required | <input type="checkbox"/> Other (<i>specify below in Description</i>) |

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.)

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management | <input checked="" type="checkbox"/> Client Services |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> Software Engineering | <input checked="" type="checkbox"/> System Engineering |

Under the general direction of the Production Services Division Chief, the IT Manager I (ITM I) has significant responsibilities for formulating or administering organizational informational technology policies or programs and for planning, organizing and directing work. The ITM I works in the Employment Development Department's (EDD) Production Services Division (PSD) in support of the organization's enterprise Call Center, Voice, and Telecom information technology operations, including all associated hardware/software components and the confidential and sensitive data used at EDD. The Section provides department-wide Information Technology (IT) services including consultative services, project management, planning, analysis, procurement, design, testing, installation, training, preliminary troubleshooting during equipment acceptance phases, and phone device maintenance support and systems in a complex technical environment.

The incumbent develops and administers the Section's strategic and operational direction in accordance with Employment Development Department (EDD) goals; manages and supports complex telecommunications systems and enterprise distributed computing environment; maintains the enterprise telecommunications systems budget; establishes and maintains partnerships with customers and vendors to ensure the Production Services Division (PSD) services meet customer needs; and develops effective strategies for accomplishing the Section's objectives.

The incumbent contributes toward the growth of the Information Technology Branch 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
40%	<p>Manages, directs and coordinates resources and workload through subordinate managers in the Telecommunications Services Section (Call Center Operations, Voice Operations, and Telecom Operations areas) to ensure the mission of each group is accomplished within budget, according to the quality, timeliness, performance, and security standards established for each operation. Develops and administers the section's strategic and operational direction. Ensures the production and performance standards as documented in Service Level Agreements, Interagency Agreements, contracts, or other documentation are met. Interface regularly with vendors to assess new technologies, provide contract oversight, negotiate contract modifications, and ensure compliance with contract specifications. Facilitate discussions with vendors to ensure goals, objectives, and problems are clearly understood. Partner with vendors to ensure delivery of satisfactory, compliant solution alternatives. Ensures that a three-year telecommunications strategic plan and an annual plan are developed based on Department needs, available funding, and appropriate use of technology. Maintains the necessary data to assess resource and management issues. Oversees resource management by ensuring requirements for staff, equipment, space, funding, etc. are identified and available to the section. Ensures operations are adequately staffed and that staff is adequately trained and aware of operation security requirements. Establishes and maintains policies, practices, and procedures that are consistent with the EDD's needs, goals, and objectives.</p>
25%	<p>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.</p>
15%	<p>Recommends, develops, proposes, and plans high-level, sensitive projects or studies, or performs staff work for the Division Chief (e.g., assist in the development of the departmental Disaster Recovery Plan). Conducts department-wide and multi-Branch projects and studies related to the sections operations and technologies new to the Department in accordance with control agency standards. Work with multiple disciplines to ensure the successful integration of multiple architectural platforms and systems; to build technology for current and future organizational business needs; and to provide scalable architecture, solution, and design.</p>
10%	<p>Establishes and maintains partnerships with the IT managers and Department program executives, other government entities, and the private sector to understand business</p>

needs and constraints in order to provide services that are efficient, effective, accurate, and timely. Consult with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of Telecom technology.

5% Participates as an active member of the IT Branch Senior Management Team (SMT). Acts as Division Chief in the Chief's absence, as necessary.

Percentage of Duties

Marginal Functions

5% Performs other duties as assigned.

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

Standing: Occasional (13-25%) Sitting: Frequent (51-75%)
Walking: Occasional (13-25%) Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting Pushing/Pulling: Not Applicable
Lifting: Not Applicable Bending/Stooping: Not Applicable
Other:
Type of Environment: a. Cubicle b. Select c. Select d. Select
Interaction with Public: a. N/A b. Select c. Select.

5. SUPERVISION

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

Directly: 3- IT Supervisor II; 2- IT Specialist IIs, Indirectly 18 - IT Specialist I, 10- IT Associate

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.

Employee's Name (Print)

Click here to enter text.

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)

Click here to enter text.

Supervisor's Signature

Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

Duties meet class specification and allocation guidelines.

PMG Analyst initials

Date approved

dmg

9/30/2022

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:

Click here to enter text.

** SUPERVISOR - 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**