DUTY STATEMENT

Employee Name: 
Position Number: 580-151-1404-029

Classification: Information Technology Supervisor II
Tenure/Time Base: Permanent/Full Time

Working Title: Immunization Technical Support Unit Chief
Work Location: 1616 Capitol Avenue, Sacramento, CA 95814

Collective Bargaining Unit: S01
Position Eligible for Telework (Yes/No): Yes

Center/Office/Division: Information Technology Services Division
Branch/Section/Unit: Application Technology Services Branch/
Immunization Technology Management Section/ Immunization Technical Support Unit

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department’s mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the California Department of Human Resource’s Job Descriptions webpage.

Job Summary

This position supports the California Department of Public Health’s (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

Under the administrative direction of the Information Technology Manager I (ITM I), Chief, Immunization Technology Management Section (ITMS), the Information Technology Supervisor II (IT Sup II), Immunization Technical Support Unit, is responsible for supervising, organizing, planning and implementing program priorities, policies, and procedures, while managing and overseeing large scale and complex mission critical systems and development projects. The IT Sup II supports
overseeing an annual information technology (IT) operational budget in excess of $40 million, supporting various Programs within CDPH, and works with high dollar value vendor services contracts.

The IT Sup II exercises a high degree of independence, proficiency, and mastery in business technology management, troubleshooting, and resolving the most challenging and difficult IT operation issues that are time sensitive and publicly and politically visible.

The IT Sup II completes work that is routinely performed in coordination, consideration, and consultation of external and internal business partners and control agencies including Program Directorates, the California Department of Technology (CDT), Health and Human Services Agency, local agencies, local health departments, vendor consultants, federal partners, and other CDPH information technology personnel.

The IT Sup II performs duties in the IT Project Management and Business Technology Management domains.

**Special Requirements**

- ☒ Conflict of Interest (COI)
- □ Background Check and/or Fingerprinting Clearance
- □ Medical Clearance
- □ Travel:
- □ Bilingual: Pass a State written and/or verbal proficiency exam in
- □ License/Certification:
- □ Other:

**Essential Functions (including percentage of time)**

35% Provides ongoing maintenance and operation (M&O), management and oversight of large scale, mission critical statewide online production system processes, and ensures online systems have adequate support and coverage. Allocates and prioritizes resources in response to customer requests for IT services; and works with program managers to identify resource deficiencies and recommends tradeoffs. Works with executive staff and program personnel to obtain business requirements and identifies technology solutions to meet business needs while managing the expectations of the customers. Manages and oversees the unit’s IT operating budget; collaborates and negotiates with programs to identify and plan for information technology service needs; and ensures the availability of state and federal funds to cover a wide range of expenses for current and future years, including data center infrastructure hosting, cloud computing, enterprise licensing, staffing, and other required hardware and software. Collaborates with CDT and other ITSD staff and ensures the adequacy and availability of managed services to maintain and operate the unit’s information technology platforms and systems.

25% Provides IT leadership, project management, and oversight to the unit staff; ensures the unit’s IT environment, state IT staff resources, IT budget, and contracted IT consultants continue to meet the current and future IT needs of CDPH programs. Ensures IT practices and solutions remain compliant with CDPH, CDT, state and federal standards for enterprise architecture, security, and system designs. Enforces statewide IT policies in accordance with the State Administrative Manual and Statewide Information Management Manual. Enforces best practices
for application and system design/development to include proper project planning, documentation, quality assurance, implementation, and communication. Serves as project lead, consultant, and subject matter expert on the most technical and complex IT initiatives and projects. Provides IT requirements and direction to vendors, staff, and programs.

15% Participates as a supervisory member on various departmental IT committees and workgroups including executive boards, steering committees, leadership teams, change control boards, and project meetings providing technical advice, support, and input. Prepares and presents information to articulate project status, challenges, issues, risks, and recommends solutions, action, and response. Maintains active communication channels and provides updates to senior and executive management, technical leadership, program partners, unit’s personnel, and other internal and external stakeholders. Monitors and actively engages and responds to production related communication, outages, and messages.

10% Participates in IT solicitation activities by serving as a technical representative on acquisition teams. Drafts, reviews, evaluates, and approves project and system Request for Proposal (RFP) technical requirements. Participates in negotiation, ensuring that state technology and business interests are met. Reviews contract scope of work and deliverable language and ensures alignment with IT standards relating to security, application development, and architecture. Reviews and approves project documentation, work order authorizations, change order requests, purchase orders and invoices for software, hardware, and IT services ensuring compliance with department standards.

10% Recruits new hires and prepares reports for performance, employee development appraisals, and as necessary, provides corrective and disciplinary actions in coordination with the Human Resources Division (HRD). Directs, plans, organizes, and prioritizes daily and long-term activities of the unit. Provides leadership, supervision, guidance, and training to unit staff to further develop the unit’s collective skills. Establishes standards and trainings necessary to recruit and further develop staff both in quality and quantity. Develops, reviews, and approves IT policies, standards, and operating procedures to ensure the operational needs of the unit are met. Responds to IT and security audits.

Marginal Functions (including percentage of time)

5% Maintains data security and confidentiality of public health surveillance data per established procedures and legal requirements. Performs other job-related duties as assigned.

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

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HRD Use Only:
Approved By: CW
Date 10/3/2022