

DUTY STATEMENT

Job Classification: Information Technology Manager I
Position Number: 024-053-1405-XXX
Scheme and Class Codes: LM75:1405
Reports To: Chief Information Officer
FLSA Status: Exempt
Divisions: Information Technology
Location: Sacramento
Prepared By/Date: Information Technology – 10/22

DEPARTMENT STATEMENT

The Department of Alcoholic Beverage Control (ABC) is committed to providing the highest level of service and public safety to the people of the State through licensing, education, and enforcement. ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees are welcome and can thrive. Employees at ABC are required to provide exceptional customer service, maintain regular attendance, act with integrity, and be professional and responsive.

SUMMARY

Under the direction from the Chief Information Officer, Information Technology Manager II, the incumbent will serve as the Department of Alcohol Beverage Control (ABC) Chief Information Security Officer (CISO). The CISO will develop, plan, implement and manage the department’s Information Security and Privacy Program to ensure protection and preservation of the integrity, confidentiality, and availability of the department’s information assets which include personnel, facility, equipment, information systems and data. ABC is responsible for compliance with federal, state and other pertinent regulations and mandates regarding security and privacy of information assets. All work to be accomplished in accordance with State laws, policies and procedures, utilizing the California Government Code (GC), State Administrative Manual (SAM) 5300, State Information Management Manual (SIMM), Governor’s Executive Order (EO), Management Memos (MM), Budget Letters (BL), Administrative Orders (AO), State IT Governance Guidelines and Administrative Orders, State Emergency Manual, Information Practices Act, California Public Records Act, and all other applicable laws, rules and regulations. The CISO serves as the primary liaison with federal and state auditors related to enterprise-wide information security controls for ABC.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

%	Function	Description
30	Program Management	Manage the departments Information Security Program. Plan, organize and direct the staff involved in the development of necessary policies, procedures and tools for business and Information Technology (IT) program implementation to safeguard the Department’s Information Assets. The CISO

		<p>must be highly analytical and effectively able to develop ABC's security strategy and security roadmap, troubleshoot and prioritize needs, requirements and other issues. Review and advise Executives and management on modifications to existing or new business or IT projects to ensure the safeguarding of information assets and privacy. As the department's CISO, act as the expert on data information and privacy issues and represent ABC with federal, state, and local government. Respond to written and verbal inquiries from department management and external parties on security, privacy, disclosure or resolution management issues.</p>
10	Supervisory Responsibilities	<p>As manager, monitors team workloads; plans and prioritizes projects or assignments according to business needs and risks, monitors and approves timesheets and leave requests, prepares Individual Development Plans and Probationary reports, applies disciplinary process and/or actions as required and refers issues to team members for resolution. Follows up on work completed and monitors for quality. Make recommendations regarding training needs.</p>
15	Risk Management	<p>Develop, recommend and implement policy to manage the risk impacting the Department. Develop and implement a Department wide risk management program. Advise business and technology integration of risk management for appropriate mitigation and security measures. Responsible for ensuring the integrity and security of the department's information assets. This includes managed authorized access and use of these assets by internal and external parties.</p>
10	Incident Management	<p>Develop and implement ABC incident management tools and processes to identify, track, mitigate, and monitor information security and privacy policy breaches. Ensure timely reporting to the State ISO and notification to impacted privacy data subjects. Conduct information security investigations whenever there are actual or suspected violations of ABC information security policies.</p>
10	Contingency Program	<p>Develop and implement the ABC business continuity program to ensure availability of information assets. This includes development of tools and training of the department's programs for consistent department-wide implementation. Additionally, an advisor to the IT unit regarding the Technology Recovery Plan (TRP).</p>
10	Monitoring & Compliance	<p>Ensure that the Department is in compliance with all applicable laws and rules regulating information security,</p>

		confidentiality and privacy. Monitor ongoing changes that can affect information security including, but not limited to alerts/best practices advisements from recognized entities such as SANS, new legislation, or new IT project initiatives. Ensure compliance with the Information Practices Act (IPA), and the Public Records Act (PRA). Provide Information Security and Privacy oversight by collaboratively working and advising the department's programs. Conduct reviews and compile metrics for compliance assessment and reporting to ABC executives and the State ISO.
5	Security and Privacy Training	Identify, review and implement departmental training and education to ensure all ABC employees know their role and responsibilities to protect the information assets.
10	Agency CLETS Coordinator	Serves as the coordinator with the CA DOJ on matters pertaining to the use of the CLETS, the FBI National Crime Information Center (NCIC), the International Justice and Public Safety Network (Nlets) and the CA DOJ criminal justice databases and administrative network that the CLETS accesses. The ACC will be responsible for ensuring compliance with the CA DOJ/FBI policies and regulations including validation requirements, as well as facilitate the exchange of the CLETS administrative information between the CA DOJ and ABC. This includes coordination of responses to Compliance (CLETS), Need-to-know/Right-to-Know (CORI/III), and FBI Audits; maintaining access rosters for CLETS, Cal-Photo, and NexTest databases.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position requires the incumbent to communicate effectively (orally and in writing, if both appropriate) 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 regarding attendance, leave, and conduct. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms climb or balance and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 20 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

<i>SUPERVISOR</i>	<i>DATE</i>	<i>EMPLOYEE</i>	<i>DATE</i>
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COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and, shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and, meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and, remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and, participates in meetings.

Team Work - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and, recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; and, able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; and, demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; and, promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and, upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and, supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; and, arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and, asks for and offers help when needed.

Innovation - Generates suggestions for improving work; and, presents ideas and information in a manner that gets others' attention.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and, makes timely decisions.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and, takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and, develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and, follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and, monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; and, works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Math Ability - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have extensive computer and IT related skills, knowledge of Microsoft Word processing software; Excel spreadsheet software; Microsoft Outlook; and ABIS database software.

KNOWLEDGE AND ABILITIES, ETC.

Knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: This job requires specific knowledge of desktop operating systems, anti-virus detection and eradication software, Personal Computer (PC) and network printer communication, PC encryption and diagnostic software, office suites, wireless communication (iPhones), internet connectivity, and various Information Technology (IT) policies. The Service Desk provides service to customers that may require the Student Assistant maintain a work schedule/hours.

Perform work related to IT computers, mobile devices, computer software, including troubleshooting computer related problems, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance.

Certificates and Licenses: None.