

Classification Information Technology Manager II	Position Number 814-300-1406-270	Location Sacramento (Headquarters)
Division/Branch Office of Technology Services/ Information Technology Branch	Supervisor's Classification Chief Deputy Director	Collective Bargaining Identification Designation (CBID) M01
Conflict of Interest Disclosure Category: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> N/A	Incumbent (If filled) VACANT	

Job requires driving automobile: In this position, the incumbent may, as needed, drive a state vehicle for work purposes. (Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES
 (Check One)

Managerial **Supervisory** **Lead Person** **None**

Direct Supervision Exercised:		Indirect Supervision Exercised:	
No. of Employees	Classification Title	No. of Employees	Classification Title
2	Information Technology Manager I	2	Information Technology Supervisor I
2	Information Technology Specialist III	4	Information Technology Supervisor II
1	Associate Government Program Analyst	12	Information Technology Specialist I
		3	Information Technology Specialist II
		10	Information Technology Associate
		1	Information Technology Technician
		1	Student Assistant

I have read and discussed these duties with my supervisor.

Employee Signature	Date
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I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date
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Description of Duties (*Attach additional sheets, if necessary, and identify position information*)

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
40%	<p>Under the administrative direction of the Chief Deputy Director, the Information Technology Manager II (IT Manager II) serves as DPR's Chief Information Officer (CIO). The IT Manager II has management responsibility for DPR's fully centralized information technology (IT) activities and functions performed by the Office of Technology Services (OTS). The IT Manager II works with the Assistant Directors (ADs) to accomplish the goal and objectives of the Department.</p> <p>This position supports the following IT domains: Business Technology Management and Information Technology Management.</p> <p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Establishes IT-related strategy and linkages to the Department's strategic plan relative to the direction set for IT with regards to implementing internet technologies, oversight, and development of various databases and Web application projects, guidance and oversight for planning and testing new IT solutions, increasing the efficiency and support of critical department business functions, and directing IT administrative activities in support of maintaining an increasingly technical environment.</p> <p>Coordinates and executes project specific activities (i.e., develop project deliverables, timelines, and effective use of resources), organizational, and resource augmentation including securing sponsorship, advocacy, cooperation, and involvement from stakeholders to ensure project success. Manages all aspects of the project in terms of communication and meetings as well as resolving and recommending actions to address disputes, risk mitigation and resolution, and configuration management. Responsible for ensuring that any new system implementation is supported by DPR's hardware capacity and technical network computing infrastructure.</p> <p>Develops and oversees DPR's IT annual operating budget.</p> <p>Serves as a principal level manager responsible for establishing IT-related standards and policies and must apply an advanced level of organizational understanding in formulating departmental strategies pertaining to application development, maintenance, and other highly technical issues in support of business processes and strategic direction established by executive management.</p> <p>Oversees and directs day-to-day IT operations (e.g., Operational Recovery, Staffing Allocation Requirements, Budget Procurement and Contracting, Equipment refresh, IT training, IT Legislative Analysis, and Network Security) in terms of planning, implementing, maintaining, and managing, as well as continuously improving, current Department IT services.</p> <p>Represents DPR regarding IT policy and proposed technology solutions with CalEPA's Agency Information Officer (AIO) as well as the CIOs at the Boards, Departments, and Offices (BDOs) within CalEPA. Participates in external IT forums and keeps abreast of changing directions in the statewide IT environment and ensures DPR's interests are considered.</p> <p>Serves as the CIO and key advisor to executive management on DPR's complex Information Systems and Technology network infrastructure. In a consultative capacity, advises executive management on the establishment of near and long-term strategies that allow for better management of technology</p>

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30%	<p>investments, and improve information management and more efficient deployment of services to DPR's program operations as well as its stakeholders (e.g., regulated industry). Renders policy and technical guidance and management direction regarding software application development and maintenance; management and support of desktop computers, mainframes, and servers; IT and procurement management; IT planning, budget, and project management; and telecommunication services, security infrastructure, and support. Develops and sustains a strong interface with the State CIO/Technology Agency, both directly and indirectly through the AIO, and is responsible for ensuring departmental adherence and compliance with Certification of Operational Recovery, Agency Information Management Strategy, and other control agency requirements.</p> <p>Serves as the primary point-of-contact for DPR Executive Staff and line program managers on IT issues. Is proactive in meeting with line program management and staff to identify and document program direction and technical issues. Identifies alternatives and solutions to resolve customer's request for assistance. Participates in program area planning activities to ensure appropriate consideration is given to IT-related projects and the Department's IT policies and procedures are maintained. Effectively communicates IT strategies, policy, and operational actions. Serves as a mediator between program and the IT staff when differences of opinion occur. Works cooperatively and promotes relationships with Agency, departmental, and county staff and industry (e.g., IT vendors).</p> <p>The IT Manager II serves in a strategic liaison role with the county agricultural commissioners (CACs) via their professional organization known as the California Agricultural Commissioners and Sealers Association. Provides technical oversight to the CACs to assist in the automation and maintenance of various departmental programs of greatest consequences is DPR's pesticide permitting and use reporting requirements.</p> <p>Measures and evaluates customer satisfaction with IT the departments systems and services, recommending and implementing appropriate studies.</p> <p>Reviews and makes recommendations regarding the approval of DPR's feasibility studies.</p>
15%	<p>Maintains a highly trained technical staff of managers, supervisors, specialists, analysts, and technicians for DPR's technology and information systems programs. Identifies training needs; ensures development and implementation of training plans for staff. Coaches and mentors with subordinate managers, supervisors, and lead staff to build an effective team. Provides guidance and leadership to ensure subordinate managers and lead staff to develop and strengthen their team building and interpersonal skills.</p> <p>Addresses a myriad of personnel management/equal employment opportunity functions, including recruitment and hiring of staff, implementation and administration of attendance and leave programs, and develops program performance metrics. Communicates to subordinate managers new or changes to existing policies and procedures in a timely manner to ensure subordinates are kept informed of State, Agency, Department, and Division priorities. Attends and holds regular staff and unit meetings to assign, discuss, and prioritize workload.</p>

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10%	<p>Represents DPR at a broad spectrum of meetings with a range of participation at various levels. Continuously seeks to increase knowledge and understanding of DPR programs and issues. Sets the tone to establish an environment conducive to continuous improvement and endeavors to incorporate the Department's professional development competencies to day-to-day performance.</p>
5%	<p><u>MARGINAL FUNCTIONS:</u> May be required to serve on various DPR and Agency leadership committees. The IT Manager II will meet with ADs to review departmental concerns and give recommendations to the directive. Remains abreast of IT emerging trends and best practices in the technology arena and educates staff as well as the line program to enhance their awareness of IT solutions and alternatives. Maintains a highly technical environment in which new information technologies may be tested and deployed to increase support for internal business functions and provide increased access to DPR's information resources via the Internet.</p> <p><u>CONSEQUENCE OF ERROR:</u> Liabilities incurred as a result of errors at this level can be substantial. Failure to effectively perform security best practices or planning may negatively impact the Department's ability to perform its primary business functions, including its ability to carry out its mission, and may jeopardize the safety and protection of all Californians.</p> <p><u>WORKING CONDITIONS:</u> Performance of these duties requires the use of computers, networks, databases, electronic mail (both internal and external), voicemail, and the Internet.</p> <p>May participate in hybrid telework per approved Telework Agreement.</p> <p><u>CRITICAL JOB COMPETENCIES:</u> Coaching/Mentoring/Continual Learning: Seize opportunities to coach and promote a positive work culture where individuals can develop into satisfied, self-reflective professionals. Communication: Ability to model effective oral and written messages. Conflict Resolution: Recognize differences of opinion, brings them out into the open for discussion and looks for win-win solutions. Decisiveness: Making decisions and solving problems involving varied levels of complexity, ambiguity, and risk. Ethics and Integrity: Degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action. Leading and Managing Change: Ability to establish new program elements to create a well-functioning program. Organizational Intelligence: Ability to understand, assess, and guide the work of the</p>

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	<p>branch/organization to accomplish goals based on addressing processes and bottlenecks in the context of the culture of the workplace.</p> <p>Partnering/Networking: Develop networks and build alliances.</p> <p>Political Acumen: Identify the internal and external politics that impact the work of the organization. Perceive organizational and political reality and act accordingly.</p> <p>Problem Solving: Creatively identify and address problems encountered by including input from impacted parties.</p> <p>Transparency: In program development and relationships with counties.</p> <p>Vision: Maintain a creative working environment that focuses on the value of new or expanded programs.</p>