

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Staff Services Manager III	Technology Deputy Chief
NAME OF INCUMBENT:	POSITION NUMBER:
	280-309-4802-001
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Technology	Traci Nagasawa
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Central Office, ARU 309	C.E.A.
BRANCH:	REVISION DATE:
Disability Insurance	12/1/2021
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <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> )	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
<p>Under the administrative direction of the Disability Insurance (DI) Branch Central Office Division Chief, the Staff Services Manager (SSM) III serves as Technology Deputy Chief. The incumbent is responsible for providing high level of expertise and assistance to the Central Office Division Chief and the Disability Insurance Deputy Director in reaching organizational goals. The incumbent oversees the operations and functional responsibilities of the Technology &amp; Business Integration, Technology Resolution Support, and Automated Systems Liaison Unit through subordinate Staff Service Managers IIs and Staff Services Manager Is.</p> <p>The incumbent works closely with the other Deputy Chiefs and Section Mangers to provide the necessary planning and resources to ensure that DI Branch project goals and objectives are achieved. The SSM III actively participates in the Strategic Planning process and is responsible for creating a work environment that supports employee involvement in the continuous improvement process.</p> <p>The SSM III may represent the Division Chief or the DI Deputy Director in meetings both within the department and with outside agencies and organizations, and serve as Acting Division Chief.</p>	

Percentage of Duties	Essential Functions
35%	<p>Through subordinate managers, oversees development of new programs or revisions for State Disability Insurance (SDI) automated systems, including SDI Online, Paid Family Leave (PFL), Infoimage, Single Client Data Base (SCDB), supporting service interfaces, vendors, and Virtual Call Center. Completion and prioritization of annual maintenance and operations builds from Field Offices and Legislative Bills. Partners with stake holders to oversee the activities related to system training, business process changes, and internal and external communications.</p> <p>Through the subordinate managers, oversees planning, facilitating, and coordination of section activities which involve the State Disability Insurance's (SDI) automated systems, including SDI Online, Paid Family Leave (PFL), Infoimage, Single Client Data Base (SCDB), supporting services and interfaces, and vendors. Ensure the products and decisions are based on input and data from external and internal stakeholders, managers, and customers. Oversees the activities related to system training, business process changes, internal communications, and external stakeholder outreach/marketing related to system maintenance builds</p> <p>Through the subordinate managers, foster strategic partnerships with Disability Insurance (DI) Branch and the Information Technology (IT) Branch. Responsible for supporting the development, implementation, tracking and monitoring of various automated systems for DI Branch. Fostering a work environment that develops problem solving and continuous process improvement; possess knowledge of IT procurements, hardware/ software upgrades/ fixes/inventory, Telephone Audio and Web Conference; develop business requirements; identify automation deliverables; administer Branch security policies working with security tools RACF Mainframe Global Security and Active Directory; and perform Share point Administration.</p>
25%	<p>Plans, manages, coordinates, directs and evaluates the teams' workloads to accomplish goals and objectives within agreed upon timeframes and in compliance with the Branch's and Department's mission. Delegates assignments to subordinate managers. Clarifies, explains, and discusses assignments to ensure that assignments are understood and that they are completed within agreed upon timeframes and comply with the Branch's and Department's policies and procedures. Assures operational efficiencies are met and the Branch's customer service objectives are being met. Recruits, hires, and trains management staff. Provides leadership, mentoring and coaching to the group's leadership team. Prepares Leadership Competency Development Plans, annual performance appraisals and probationary reports.</p>
15%	<p>Models the vision and values of the Employment Development Department. Coaches and mentors subordinate managers in developing their leadership abilities through regular one-on-one meetings or team meetings. Leads by example and promotes staff engagement and development by fostering a positive work environment and an atmosphere where leadership, customer service and innovative thinking flourish. Provides guidance to subordinate managers to ensure health, safety, and security measures are properly followed.</p>

15%	Participates as a member of the Branch's Leadership Team to identify and resolve wide ranging programmatic issues/problems, and formulates goals and objectives. Participates in the Branches Strategic Planning process. Establishes tactical business plans that meet the short and long term goals of DI Branch's program needs and anticipates changes to meet customer's needs and expectations.
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	In the absence of the Division Chief, may act as the Division Chief
5%	Performs other duties as assigned.

**4. WORK ENVIRONMENT** *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Click here to enter text.</i>	

**Type of Environment:**

High Rise    Cubicle    Warehouse    Outdoors    Other:

**Interaction with Customers:**

Required to work in the lobby                       Required to work at a public counter  
 Required to assist customers on the phone    Required to assist customers in person  
 Other:

**5. SUPERVISION EXERCISED:**

*(List total per each classification of staff)*

Directly – 2 SSM IIs; Indirectly – 4 SSM Is, 21 AGPAs, 2 SSAs, 1 AGPA/SSA, 1 OT (T)

**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:

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: Traci Nagasawa

Supervisor's Signature:

Date:1

**7. HRSD USE ONLY**

**Personnel Management Group (PMG) Approval**

**Civil Service Classification**  
Staff Services Manager III

**Position Number**  
280-309-4802-001

<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	PMG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	KT	12/1/2022
<b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i> <i>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.</i> List any Reasonable Accommodations made:		

**Supervisor:** After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file