DUTY STATEMENT

Employee Name:  
Position Number: 580-153-1404-909

Classification:  
Information Technology Supervisor II (Business Technology Management)  
Tenure/Time Base: Permanent/Full-time

Working Title:  
IT Application Helpdesk Supervisor  
Work Location: 3901 Lennane Drive, Sacramento, CA 95834

Collective Bargaining Unit:  
R01  
Position Eligible for Telework (Yes/No): Yes

Center/Office/Division:  
Information Technology Services Division  
Branch/Section/Unit:  
Application Technology Services Branch (ATSB) Public Health Applications Technology Section (PHATS) Technical Support Unit (TSU)

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

Under the general direction of the Information Technology Manager I (ITM I), Public Health Applications Technology Section (PHATS) Chief, the Information Technology Supervisor II (IT Sup II), Technical Support Unit (TSU) Chief, provides leadership, supervision, oversight, and guidance to a team of Information Technology (IT) professionals responsible for performing Tier I and Tier II
application support, system administration, system monitoring, and software development life cycle (SDLC) services.

The IT Sup II supports CDPH Programs that include the Woman Infants and Children (WIC) and the Maternal Child Adolescent Health Program (MCAH). The IT Sup II helps oversee maintenance, support, and operations for some of CDPH’s most visible and mission critical application and database systems, including the eWIC MIS/EBT, named “WIC WISE” and supported by Windows and Oracle on Enterprise Linux, eWIC WRAD (Tableau), Mobile Applications (iOS/Android), Vendor Portal, CDPH/CHHS Open Data and FTP, APLSS - Authorized Product List Submission System, MyFamily, and other CDPH Program application and database systems. The IT Sup II collaborates with other IT Sup II’s in the Section to ensure that production services are available to more than 80 statewide agencies, 600 clinics, 5000 statewide vendor stores, and 1.1 million participants.

The IT Sup II oversees and supervises the work of Application Technical Specialists and Systems and Test Analysts within the Unit supporting CDPH’s most critical and visible applications and systems. The IT Sup II carries a mobile device to monitor, receive, and respond to production related communication and messages outside normal business hours. Occasional travel to ITSD East End headquarters in downtown Sacramento is required.

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

<table>
<thead>
<tr>
<th>Special Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Conflict of Interest (COI)</td>
</tr>
<tr>
<td>☐ Background Check and/or Fingerprinting Clearance</td>
</tr>
<tr>
<td>☐ Medical Clearance</td>
</tr>
<tr>
<td>☒ Travel: Up to 5% to downtown Sacramento</td>
</tr>
<tr>
<td>☐ Bilingual: Pass a State written and/or verbal proficiency exam in</td>
</tr>
<tr>
<td>☐ License/Certification:</td>
</tr>
<tr>
<td>☒ Other: Requires carrying a state issued smartphone mobile device to monitor, receive, and respond to production related communication and messages outside normal business hours.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Essential Functions (including percentage of time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>30% Provides full administration, supervision, and operation of the WIC/ITSD Technical Support Help Desk using the Information Technology Infrastructure Library (ITIL) framework. Supervises Tier II system administrator and system monitoring staff who provide advanced level technical support to Tier I helpdesk operations. Defines and establishes schedules, sets priorities, provides support and direction, and in dealing with administrative issues as required. Ensures staff provides timely and considerate customer service to end users. Ensures the help desk is adequately staffed through allocation of human resources in response to customer requests for services that includes, but is not limited to, system and application support, application development, and special projects. Handles and resolves</td>
</tr>
</tbody>
</table>
stakeholder complaints and issues escalated from the help desk.

Provides technical and supervisory services to support projects in any of the SDLC phases; technical documentation including system performance metrics and job aids; system testing; implementation; maintenance; transition and migration in the development of .NET; Business Intelligence; and database web applications hosted in the CDPH Tenant Managed Service Premium (TMS-P) and the Office of Technology Services (OTech) Managed Cloud Service (MCS) datacenters. Oversees Unit staff and provides full Tier I and Tier II maintenance and operation help desk activities that includes technical analysis, troubleshooting and diagnosing (of hardware, software, firmware), root cause analysis, testing, coordination, resolution, and communication support for internal and external stakeholders.

20% Develops, oversees, and maintains technical subject matter expertise over the WIC portfolio of MIS systems and its application and network architectures. Provides oversight and coordination of WIC WISE server, database, system health check, dashboards, and system alert monitoring; web server security SSL certificate processing; WIC WISE performance monitoring using Azure Log Analytics and Power BI; WIC WISE application peripheral devices support; Okta MFA support; CGEN and WIC Local Agency network monitoring and support; LAN, WAN, SD-WAN, ACL and local agency circuit moves; circuit upgrades (e.g., T1 connections to Ethernet); local agency router and NAT pool configuration; and network upgrade and migration support. Leads, mentors, and coach’s staff to increase professional development by training help desk staff on operational procedures and troubleshooting techniques. Provides training on new hardware and software applications as required.

15% Performs research and analysis of current and emerging server and network security requirements, and ensures alignment with industry information security best practices, the Statewide Information Management Manual, the State Administrative Manual, and CDPH and California Department of Technology’s (CDT) Information Security Policies. Ensures CDPH application systems and operations meet department and OTech security requirements. Reviews, monitors, and maintains the WIC MIS access control list, ensures the list is up to date and accurate and resolves any discrepancies as needed. Completes work in coordination, consideration, consultation, and collaboration with external and internal business partners that includes, but is not limited to the CDPH WIC Program, Local Agencies and Clinics, Statewide Grocers, CDT, OTech, State Treasurer’s Office, the Office of System Integration, the Department of Health Care Services, Vendor Consultants, and other CDPH IT professionals.

10% Reviews and provides technical consultation and input on Requests for Quotes (RFQ’s), Request for Offers (RFO’s), Request for Proposals (RFP’s), Request for Information (RFI’s), and assesses for impact to systems, help desk operations, and business areas. Develops an in-depth understanding of the relationship of the Unit’s technical specialization and project responsibilities to the work as a whole and impact to program stakeholders. Ensures that management, program partners, and help desk personnel are kept informed with periodic updates on the status of an incident (e.g., application or network outage) and resolution. Presents findings and alternative solutions to staff and management. Coordinates post incident root cause analysis meetings. Participates in production incident debriefs, presents findings, and makes recommendations to management to prevent future
incidents.

10% Recruits new hires and prepares reports for performance, employee development appraisals, and provides necessary disciplinary actions. Tracks attendance and overtime. Directs, plans, organizes, and prioritizes the 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 training necessary to recruit and further develop staff both in quality and quantity to perform assigned functions.

10% Gathers and analyzes metrics to benchmark the help desk workload and performance and identifies trends in help desk call center issues. Collaborates with PHATS supervisors and managers to identify resource deficiencies and recommends tradeoffs. Develops help desk standard operating procedures and ensures alignment with the Section’s goals, objectives, and priorities. Reviews, manages, and maintains the help desk ticketing system. Collaborates with the Change Coordinators and Supervisors to maintain ITSD’s Cherwell change management ticketing system for incidents, service requests, and change order requests. Monitors and responds to production related communication, outages, and messages.

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

5% Performs other work-related duties as assigned to meet operational needs.

---

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.

I have read and understand the duties and requirements listed above, and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

<table>
<thead>
<tr>
<th>Supervisor’s Name:</th>
<th>Date</th>
<th>Employee’s Name:</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature</td>
<td>Date</td>
<td>Employee’s Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

**HRD Use Only:**
Approved By: CW
Date 12/8/2022