

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2018)

 Current Proposed

RPA NUMBER 23360	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Commercial Off The Shelf Application Solutions (COTS)	REPORTING LOCATION 707 Third Street, 3rd Floor, West Sacramento	
SCHEDULE (DAYS / HOURS) Monday through Friday 8 a.m. to 5 p.m.	POSITION NUMBER 306-072-1405-XXX	CBID M01
CLASS TITLE Information Technology Manager I	WORKING TITLE Section Chief, COTS Application Solutions	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under the general direction of the Information Technology (IT) Manager II who serves as Chief Technology Officer, the IT Manager I position within the Software Engineering and Business Technology Domains is responsible for the management and support of the COTS section and their directs, overseeing departmental Commercial Off the Shelf (COTS) technologies.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Provides direction, guidance, and leadership to COTS section managers and staff by supporting COTS evaluation, implementation, integration and execution utilizing Agile methodology, Automation, risk management, Gartner and industry research on the latest technology software, trends and practices, IT Project Management best practices and IT policy and guidelines in order to effectively deliver IT services to DGS customers to ensure business goals and objectives are met in a timely manner.
20%	Recommends, implements, and monitors best practices, processes and procedures for successful COTS implementation in order to standardize implementation and documentation, and create roadmaps by continuously researching, and implementing process improvements, utilizing knowledge of, and having access to current, and changing technology practices, and trends garnered from other State departments, and best practice research to ensure effective delivery of IT services to DGS customers.
15%	Oversees evaluation of COTS systems conducting analysis by gathering requirements, evaluating solutions that meet business and technological needs, utilizing prioritized requirements score grading, environment constraints, accessibility compliance, ease training, out of the box integration, and product cost in order to effectively integrate COTS system with other dependent systems and minimum customization to ensure seamless business adaption to DGS customers

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PERCENTAGE	DESCRIPTION
10%	Analyzes, Drafts, Negotiates, Organizes, and actively manages Vendor Contracts by creating new contracts, reviewing and updating existing contract terms and conditions, audit risk and performance, resolve contract issues in order to understand the service level agreement by all business parties to ensure all legal, and legislative policies, standards and contract compliance are met.
10%	Establishes and maintains regular written and in-person communication with organization executives, program chiefs, ETS management, Enterprise Architects, and COTS supervisors and staff by generating and maintaining effective communication in order to uphold pertinent IT activities and technology direction/selection, utilizing industry standard planning methodologies and protocols to ensure current and anticipated business needs are met in a timely manner.
10%	Manages, directs, develops, and reviews the work of subordinate staff by communicating unit goals and objectives, establishing performance expectations, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, maintaining adequate staffing, providing direction and information on OHR processes, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws, rules and regulations.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Attends educational workshops, networking with other IT personnel and vendors by participating in information technology organization forums in order to maintain knowledge of industry trends and practices, and enhance technical knowledge of subordinate staff through training to ensure the sustainability of ETS and the COTS section.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is eligible for telework three (3) to five (5) days a week, in accordance with DGS's Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

Fast-paced work environment with competing deadlines and priorities.

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You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED