

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Information Technology Services Division		EFFECTIVE DATE
BRANCH/SECTION Enterprise Infrastructure Section		CLASS TITLE Information Technology Manager I
WORKING DAYS AND WORKING HOURS Mondaythrough Friday 8:00 AM to 5:00 PM		PHYSICAL WORK LOCATION Sacramento or San Francisco
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-406-1405-002
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.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under general direction of the Information Technology Manager II, the Information Technology Manager I (ITM I) acts as the Section Chief over Enterprise Infrastructure which oversees the architectural design, build, test, implementation, and support for the most complex, diverse, and mission critical enterprise systems and applications. The ITM I coordinate with other technical teams in the California Public Utilities Commission's (CPUC) Information Technology Services Division (ITSD), oversight agencies, vendors, and other stakeholders to deliver and maintain scalable and highly available solutions to support the CPUC mission critical goals and objectives. The ITM I provides supervision and a high-level of technical leadership that ensures enterprise services and applications are delivered timely and securely.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
	Business Domain(s): Business Technology Management and System Engineering	
35%	<p>ESSENTIAL FUNCTIONS:</p> <p>Infrastructure Operations Management and Supervision</p> <p>Provides direct supervision to staff and participates in workload planning through the organization, prioritization, direction and control of all activities associated with the day-to-day IT operations of the Enterprise Infrastructure Section (EIS). Communicates priorities and deadlines for assignments, creates and delegate work assignments, reviews completed work, and monitors staff to ensure adherence to standards covering all phases of security best practices and management of CPUC enterprise systems.</p> <p>Manages and directs the EIS in design architecture, configuration, operation, resource planning, and maintenance of technology systems to reduce downtime and ensure stability of CPUC's Enterprise infrastructure. Provides recommendations to the Chief Technology Officer and Chief Information Officer on infrastructure enhancements, system upgrades, and application improvements to ensure a highly available operating environment. Provides policy input on enterprise architecture which includes research, evaluation, design, and governance used to establish and develop ITSD standards and uniform procedures.</p>	
30%	<p>Infrastructure and Platform Support Services</p> <p>Provides expert-level technical consultation and troubleshooting support to ensure operational efficiency of the department, to include but not limited to, supporting staff on the most complex server and software application systems, and related environment problems; overseeing the analysis, architectural design, build, test, implementation, and support of the most visible and mission critical server and enterprise systems and coordinating, reviewing, and approving incident management, change management and configuration management requests to monitor enterprise systems and applications for performance issues while minimizing operational risks using controlled procedures.</p> <p>Plan, develop, and document security testing and assessment policies, requirements, and methodologies in collaboration with the Information Security Office to implement security procedures and practices to resolve and remediate security vulnerabilities.</p> <p>The following are major systems/applications services managed by this section:</p>	

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	<ul style="list-style-type: none"> • Enterprise Content Management and collaboration services • Cloud Services including AWS, Azure and VMWare Cloud • Microsoft Office 365 (i.e., Exchange, OneDrive, SharePoint, Teams, Stream, etc.) • Desktop, web and mobile management services • Software and security patch deployment services • Server/Storage Management • Oracle Infrastructure • Multi Factor Authentication (MFA) • Virtual infrastructure services in local and remote locations • Active Directory • Other server/software applications used by CPUC technical and business program staff
15%	<p>Enterprise Systems Architecture and Business Analysis</p> <p>Participates in the planning of strategic priorities to keep in alignment with the business programs and to contribute to the Commission’s technology planning process and department-wide strategic directions involving information technology.</p> <p>Leads collaboration efforts with ITSD sections which include Project Management Office, Business Analysts, and business stakeholders to include but not limited to coordinating section project activities, determining project technical requirements to match business needs, and providing input and guidance to ensure compliance with department standards, state and federal level security standards, and best practices for IT infrastructure management.</p> <p>Determines technical resource utilization for projects that include identifying significant issues, providing technology cost estimates, recommending appropriate actions or solutions, and coordinating the planning of enterprise system testing activities to ensure appropriate system design documentation is prepared and delivered timely. Formulates, analyzes, and makes recommendations on the impact of legislation and plans for its implementation under the direction of State, departmental and other applicable government policies and regulations. Assists with metric collection and project portfolio analysis, project risk analysis, and project lessons learned used to formulate budget change concepts and proposals. Guides the development and elaboration of plans and artifacts to obtain internal and external project approval.</p>
15%	<p>Responsible for recruiting, hiring, onboarding, and training of staff including the establishment of workload and performance measures using management tools and in accordance with applicable rules and regulations. Ensures timely completion of probation and performance appraisal reports, provides staff consistent feedback, maintains appropriate employee documentation, and identifies training opportunities for staff to ensure all performance expectations are met. As needed, in collaboration with HR and Legal, follows progressive discipline to address performance in accordance with all applicable rules and regulations.</p>
5%	<p>MARGINAL FUNCTIONS:</p> <p>Other job-related duties as Assigned</p>
	<p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES</u></p> <ul style="list-style-type: none"> • Work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. Sit at a desk during core office hours. Use a computer, keyboard, mouse, monitor, and printers for prolonged periods of time. Bend and stoop to retrieve and replace files, equipment and records weighing up to 40 pounds. Move about the office and stand or sit during in person meetings. • Proficiently use standard office technologies, including computer applications, phone equipment, Internet, voicemail, email, etc. • Ability to adjust workhours to address operational needs that may include evenings or long hours. • Occasional travel throughout the state of California to include evenings, weekends, overnight or several days at a time.

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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S SIGNATURE	DATE