

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 2/1/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager II		E. POSITION WORKING TITLE Manager, Internal Business Applications
F. CURRENT POSITION NUMBER 695-246-1406-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-246-1406-001
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administrative Services/Internal IT Services/Internal Business Applications		I. SUPERVISOR NAME AND CLASSIFICATION Quentin Wright, Chief Information Officer, CEA
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM – 5:00PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under administrative direction of the Chief Information Officer (CIO), the Information Technology Manager II (ITM II) serves as the executive manager over internal application business units and business continuity planning. This position has full management responsibility for organizing, planning, directing, coordinating and managing all activities associated with Business Systems and Policy Support, Business Applications Support, and Business Continuity.</p> <p>The ITM II works closely with the CIO to formulate and implement IT policies, standards and processes for the ongoing operational effectiveness of all Department of Technology internal business applications and solutions. The ITM II also collaborates with Department of Technology leadership to ensure business needs are being met efficiently and effectively.</p>
% of time performing duties 40%	Essential Functions Manage Internal Business Applications <ul style="list-style-type: none"> Plan, organize and direct the work of Business Systems and Policy Support, Business Applications Support, and Business Continuity. Make informed and defensible administrative and personnel management decisions in accordance with department and State policies, employment related laws, civil service rules, department policies and processes and collective bargaining agreements. Advocate team building; work cooperatively and collaboratively with other units, and cultivate a positive climate for change; implement a solution-oriented supervisory style that respects, encourages, and promotes the interests of subordinate staff. Provide technical guidance and direction to staff. Review work-products, analytical studies, proposals and correspondence and provide feedback. Lead the efforts in hiring, developing and retaining competent and professional staff that assure an adequate level of specialized analytical and technical expertise to support current and future needs of the Department of Technology. Provide guidance and leadership to subordinate managers to develop and strengthen their leadership skills. Develop and update duty statements as needed; establish performance expectations; complete individual development plans annually; complete probationary reports on a timely basis; and other performance management activities, including adherence to the State's progressive discipline policy, which may include corrective or disciplinary action. Encourage team building across all service delivery teams; facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.

40%

- Foster methods of creative decision-making and problem-solving and provide continuous feedback to staff.
- Mentor staff and ensure that training opportunities are available to assist in developing technically skilled staff. Responsible for setting and communicating standards of performance for all team members.

Manage the Organization's Complex Administration Systems

- Provide consultation and management oversight for all levels of the organization to solve a wide range of complex administration business and technical problems.
- Plan, develop, and implement enterprise solutions for the organization's systems, including financial, administrative, human resources, training, emergency response, and business continuity.
- Support the operations and maintenance of the organization's business applications; oversee a team of multi-level business analysts, programmers, and subject matter experts that perform the daily business maintenance, programming, change management, and operations of business applications including PeopleSoft Financials, PeopleSoft Human Resources, PeopleSoft Enterprise Learning Management (ELM), the Department of Technology Intranet (ICentral), Salesforce, Share Point, MS Teams, AtHoc and BC Catalyst.
- Provide expert direction to teams and provide leadership that enables staff to efficiently utilize information technology systems.
- Manage project activities to ensure the successful implementation of project objectives that require system modification or development. Implementation activities include: collaboration, development, and review of detailed system requirements; gap analysis, design, configuration, installation, testing, training, deployment, process re-engineering, change management, communication and other activities.
- Act as project sponsor for all Office of Administrative Services projects to ensure project and organizational objectives are accomplished.

15%

Develop IT Policies and Guidelines

- Oversee the development of Department of Technology policies, standards and procedures related to the organization's business applications.
- Utilize best-business practices based on research as it applies to California Department of Technology administrative systems.
- Serve as an advisor and make recommendations to the Chief Information Officer in all areas of system support for business functions including human resources, financial management, asset management, budgets, procurement, intranet governance, business continuity and policies and procedures.
- Maintain compliance with all applicable statewide IT policies, procedures, and standards.

Marginal Functions

5%

- In the absence of the Chief Information Officer, the ITM II will be required to respond to all issues related to the operation of CDT's internal applications. Including acting as the representative at high level meetings with department executive management, control agencies such as the State Controller's Office, FI\$cal, California Human Resources (CalHR), and agencies interfacing with the department's administrative applications.
- Other related duties assigned by the Chief Administrative Officer or the Chief Information Officer.

Work Environment Requirements

- **Must pass a fingerprint background criminal record check completed by the Department of Justice and the Federal Bureau of Investigation.**
- The ITM II will work in a standard business office environment.
- Required to have expert knowledge in the use of a Personal Computer (PC) and Microsoft Office Suite (Word, Excel, MS Project, Visio, and Access databases, and other related applications.
- Required to carry a cell phone.
- Required to use standard office equipment such as BizHubs, printers, and other office tools.
- May be required to work weekends or off shift hours.

Allocation Factors

Supervision Received:

The ITM II is under the administrative direction from the Chief of the Office of Administrative Services and the Chief Information Officer. The position requires the incumbent to work independently, make decisions, and utilize creativity and ingenuity for managing the development and improvement of the organization's various applications and departmental policies and procedures.

Actions and Consequences:

Unfavorable judgment or techniques in recommended approaches or solutions could result in wasted resources and inefficient use of the Department of Technology's budget. Negative decisions on critical financial systems could result in the inability to produce accurate and timely administrative and financial reports. Unpredictable financial status could result in jeopardizing the Department's financial stability, the inability to pay financial obligations, and the inability to charge customer agencies for essential services received from the Department. Negative decisions on critical human resource systems could have a negative impact on payroll and HR transactions. Negative decisions on procurement systems could have negative impact on data services provided by the Department. Negative decisions on policies and procedures could result in the Department being out of compliance with various state laws, policies, and executive orders.

Personal Contacts:

The ITM II has regular contact with staff, peers, technical teams, executive management, project managers, consultants, vendors, and government entities.

Administrative and Supervisory Responsibilities:

The ITM II is responsible for the daily management of activities of the Business Systems & Policy Support, Business Applications Support, and the Business Continuity, delegating to managerial, supervisory, and senior technical resources for execution of day to day operations.

Supervision Exercised:

The ITM II acts as the Internal Business Applications Chief and has management responsibility over Business Systems and Policy Support, Business Applications Support, and Business Continuity.

Other Information

Desirable Qualifications:

The ITM II must possess the following skills/abilities in order to perform the essential functions of the position:

- Strong leadership skills in a complex environment with multiple competing priorities and demands.
- Effective oral and written communication skills.
- Experience managing vendors and IT Projects.
- Ability to plan, organize, facilitate, and coordinate multiple projects operating under strict guidelines and timeframes.
- Ability to work across diverse teams of technical, business and executive staff and managing organizational and technological change.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)

INCUMBENT SIGNATURE

DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)

SUPERVISOR SIGNATURE

DATE