STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
DUTY STATEMENT   **PROPOSED**
TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)
22-247

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 2/16/23	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager II		E. POSITION WORKING TITLE State Web Services Manager
F. CURRENT POSITION NUMBER 695-532-1406-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Services (ODS)/Web Services/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Blaine Wasylkiw, CEA C, Deputy Chief Technology Innovation Officer

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM – 5:00PM	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK	☐ YES ☒ NO
		DRIVING AN AUTOMOBILE	☐ YES ☒ 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.)

☒ Business Technology Management   ☒ IT Project Management   ☐ Client Services
☐ Information Security Engineering   ☒ Software Engineering   ☒ System Engineering

Organizational Setting and Major Functions

The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. CDT's Office of Digital Services (ODS) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms and technology (such as GIS/Open Data, Web Services, Software Engineering, DevSecOps and Open Source code curation) for organizations to provide innovative digital services.

ODS is responsible for the design, development, and operation of the state web portal (www.ca.gov) as well as many other statewide websites and applications. Under the administrative direction of the Deputy Chief Technology Innovation Officer (CEA C), the Information Technology Manager II (IT Mgr II) serves as ODS's Section Manager over Web Services and manages the most complex statewide web programs. The IT Mgr II plays a key role in the State of California's digital transformation and helps ensure positive digital experiences for the people of California. Specifically, this includes: focusing on end-user usability; increased web accessibility; improved user experience (UX); effective content curation and delivery; high website stability and performance; greater utilization of data and website analytics; and increased collaboration.

The IT Mgr II will build and foster a dynamic team responsible for the development, maintenance and support of web-based services and solutions including the California Web Publishing Service (CAWeb), CA Design System, State Web Template, CA.Gov Portal, various statewide web policies and the management of the ca.gov domain. The IT Mgr II is also responsible for organizing and leading state communities of practice and partnering with the Office of Data & Innovation on strategic initiatives. The IT Mgr II will also outreach and collaborate with the state's digital and web communities to understand critical issues impacting the state and plan, deliver and manage common technology platforms and shared services. The IT Mgr II collaborates with peers within ODS and consults with partners throughout California State Government on the development and ongoing support of the State's web and digital programs.

Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

% of time performing duties	
35%	**Lead the development, maintenance and operations of Web and Digital platform technology solutions, services and programs:** • Oversee the management of public-facing website environments leveraging mastery level knowledge of user experience design and best practices as well as emerging trends in web and digital design and functionality.

- Advise state entities on optimal mediums and solutions to achieve their strategic and business goals and collaborate with cross-functional teams at all levels of state government to promote and effectively integrate digital services into various initiatives.
- Ensure web platforms meet the highest standards of branding, editorial and graphic quality, consistency and adheres to best practices involving site architecture, navigation, process flows, page-level interactions, functionalities, usability and accessibility.
- Lead, advise and collaborate with leaders on a wide range of operational and technical issues and projects, focusing on opportunity identification, analysis and proposals focused on efficiency, improved experience and transformational opportunities.
- Drive, influence and sponsor strategic initiatives, programs and projects across technology development and other technology functions.
- Lead the research and evaluation of web and digital platform related technologies, both in response to customer requirements and to take advantage of opportunities presented by new technology.
- Formulate and oversee the implementation of technology development standards, procedures and documentation to ensure consistent State government interoperability.

Coordinate Statewide Web Strategy, Policy Implementation and Support Awareness

30%

- Ensure that statewide standards, policies and guidelines related to web and digital service are followed, including the identification of new roles and responsibilities needed for successful implementation and ongoing compliance.
- Ensure the maximum reusability, minimal duplication, and that centers of excellence for web-based technology are created statewide.
- Manage plans and processes to increase access and usability of the State of California's web properties including the ca.gov portal.
- Establish and foster relationships with the Office of Data & Innovation and other Government Operations Agency (GovOps) entities as well as other state departments.
- Establish and lead communities of practice that promote statewide strategies, policies and standards around web and digital services.
- Represent the State of California at national, state, local and public-private partnership web and digital service initiatives and events.
- Act as liaison between development staff and key stakeholders; GovOps, Governor's Office, CDT Executive Team and the general technology and business program community.

Managerial Activities:

30%

- Provide general administrative direction concerning assignments for technical staff based on CDT priority, staff experience and skill levels, complexity assessments of projects, specialized skills and resource availability.
- Develop and update duty statements as needed; establish performance expectations; complete individual development plans annually; complete probationary reports on a timely basis.
- Complete performance management activities and adhere to the State's progressive discipline policy, which may include corrective or disciplinary action.
- Ensure that staff comply with CDT's policies, office standard operating procedures and protocols.
- Encourage team building, facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training and create a positive working environment.
- Participate in working sessions with management team in the development of goals and objectives in accordance with organizational mission and strategic goals; support and advocate management's philosophy, policies and procedures.
- Coordinate workload with staff ensuring equal distribution of assignments and ensures that priorities are well defined and communicated, while escalating issues and risks appropriately with recommended mitigations.

5%	**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.) • Effectively represent the CDT's Office of Digital Services in meetings and engagements with other agencies and vendors. • Other related business and technical duties as required.

Work Environment Requirements
- During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12-hour shifts, and/or off-site and occasionally out-of-town.
- May be required to carry a cell phone.
- May be required to work outside of normal work schedule.
- Travel to internal and external customer locations for meetings is required.

Allocation Factors (Complete each of the following factors.)

Supervision Received:
The IT Mgr II receives broad administrative and policy direction from the Deputy Chief Technology Innovation Officer, CEA C. It is expected that the IT Mgr II interpret directions and coordinate, organize, plan, assign/provide direction to staff, and facilitate the implementation of directions, projects and assignments.

Actions and Consequences:
The IT Mgr II is responsible for effective and sustainable coordination with working partners and stakeholders to ensure the maintenance of critical web and digital platforms. The IT Mgr II serves as the lead for various communities of practice and works regularly with agencies and state entities across California State Government to achieve the most cost-effective implementation and widely adopted use of web and digital platforms, including private and public sector partnerships. Poor decisions regarding policy development and implementation could lead to fiscal and budget impact.

The IT Mgr II is also responsible for the daily operations of the CA.GOV portal as well as other highly utilized and visible public web properties and the support staff. Failure to make correct recommendations would adversely impact the delivery and support of the websites/portal. This could result in reduced public satisfaction and meeting public needs in a timely manner.

Personal Contacts:
The IT Mgr II has regular contact with staff, peers, technical teams, department and Agency executive management, Governor's Office, legislative members, project managers, consultants, vendors, and government entities. The IT Mgr II works closely with CDT executive staff, and sub organizations to CDT to ensure that state procedures are followed and that critical issues and policies are well understood and acted upon appropriately.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
The IT Mgr II is responsible for the daily supervision of matters pertaining to Web and Digital Platforms through delegating and reviewing work priority, work products, personnel assignment, and staff development.

Supervision Exercised:
The IT Mgr II supervises subordinate managers within Web Services.

Other Information

Desirable Qualifications: (List in order of importance.)
The IT Mgr II should possess the following skills/abilities in order to perform the essential functions of the position:
- Possession of a bachelor's degree from an accredited college or university in Computer Sciences, Information Technology (or a closely related field) is desired, or equivalent experience.
- Extensive experience in emerging digital platforms, interactive marketing or digital platform management, UX design, and/or technical web development in a highly complex and matrixed organization.

- Strategic and analytical thinker with exceptional execution and problem-solving capabilities; comfortable with doing work in the trenches while still maintaining a strategic perspective.
- Demonstrated success in the development of public facing digital solutions, including self-service capabilities in an omni-channel experience.
- Demonstrated ability to gather information from different sources, formulate a plan, then iterate as the situation evolves and drive to fruition.
- Ability to influence in situations where you do not necessarily have authority.
- Experience leading significant change in complex, matrixed organizations. Inspire leadership in an agile environment, with a constant pursuit of speed, flexibility, and quality.
- Experience managing technical delivery teams, including digital solution development and design, web application design and implementation and systems integration.
- Experience innovating Digital channel platforms including Web and emerging technologies leveraging AI/Machine Learning and advanced analytics.
- Ability to clearly visualize and present technology road maps, use cases, models, frameworks, processes, tools, and delivery structures.
- Proven mastery level comprehension of enterprise digital platforms and architectures as they relate to the deployment of web-based solutions. Must have a thorough knowledge and understanding of balancing technical complexities with executive needs.
- Knowledge of various scripting, markup and programming languages including HTML, CSS, JavaScript, PHP, ASP.NET, SQL, et cetera, as well as Content Management Systems (CMS) including WordPress in particular.
- Possess a clear understanding and knowledge of state government and issues critical to the state including, but not limited to, climate change, natural disaster, smart growth, infrastructure development and homelessness.
- Ability to establish and maintain effective and beneficial relationships on behalf of the State of California with state, local and Federal governments, regional stakeholders, non-governmental organizations and the vendor community as it relates to web and digital platform technologies and policy.
- Proven experience developing and implementing initiatives, standards, policies and best practices for the creation, maintenance and effective application of high-quality, web and digital platform technology.
- Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills and the ability to represent the State of California to stakeholders, key customers and internal staff.
- Ability to plan, organize, facilitate, and coordinate multiple high visibility projects operating under strict guidelines and timeframes.
- Strong leadership and management team experience demonstrating an ability to create clear goals and expectations, encourage leadership, use sound judgement in managing complex and varied programs.

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