# DUTY STATEMENT
TECH 052 (REV. 02/2018)

| RPA NUMBER (HR USE ONLY) |
|---|
| **22-245 PROPOSED** |

**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 | B. APPOINTMENT EFFECTIVE DATE | C. INCUMBENT NAME |
|---|---|---|
| | | Vacant |

| D. CIVIL SERVICE CLASSIFICATION | E. POSITION WORKING TITLE |
|---|---|
| Information Technology Manager II | Branch Chief |

| F. CURRENT POSITION NUMBER | G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) |
|---|---|
| 695-310-1406-001 | 695-310-1406-001 |

| H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION | I. SUPERVISOR NAME AND CLASSIFICATION |
|---|---|
| Office of Administrative Services/Internal IT Services/Departmental Portfolio & Project Management | Quentin Wright, Chief Information Officer, CEA |

| J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) | K. POSITION REQUIRES: | | |
|---|---|---|---|
| MONDAY-FRIDAY 8:00AM-5:00PM | 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

Under the administrative direction of the Chief Information Officer (CIO) of the California Department of Technology, Internal Information Technology Services (IITS), within the Office of Administrative Services the Information Technology Manager II (IT Mgr II) will perform all functions in the role of overseeing Departmental Project & Portfolio Management (DPPM) for the Department of Technology. The DPPM is the organizational group that provides project management services to the CDTand its customers. The DPPM is comprised of Information Technology Manager I (IT Mgr I) and Information Technology Assistance (ITA) project managers assigned to the highest departmental priorities, statewide priorities and high-risk projects.

The IT Mgr II will provide assessment and recommendations to the CDT leadership regarding the portfolio of projects as it relates to the following:

- Management of resources
- Workload prioritization in alignment with the departmental strategic goals
- Department policies are maintained
- Compliance with both CDT and State policies

The IT Mgr II applies portfolio management practices to categorize, evaluate, prioritize, purchase, and manage projects and assets based on current and future business drivers. The IT Mgr II will provide direction to IT Mgr I and ITA project managers. The specific duties of this position include:

| % of time performing duties 40% | **Essential Functions** |
|---|---|
| | - Oversee, monitor, and assess activities related to projects, using matrix management or direct supervision, as needed, to ensure success. The total budgetary resources involved in all active projects under PM jurisdiction can often exceed $100 million. |
| | - Foster the alignment of IT projects to the program/business and its goals through portfolio management practices. |
| | - Guide executive decision makers in the selection of projects within the portfolio, that most closely align with the Departmental strategic plan, and are attainable with appropriate resource allocations. Ensure decision makers understand trade-offs necessary to achieve the organization's highest priorities. |
| | - Ensure project activities and estimates are planned properly to include accurate |
| | - Personnel and budget resources required to support these activities through a standard project initiation process. |
| | - Oversee and monitor the progress of the projects identified as CDT's highest priorities, to ensure that schedules and budgets are maintained and that project scope changes are |

properly identified, tracked, and approved by management before being incorporated into projects.
- Negotiate as required to ensure that the proper mix of staff are available from within the CDT, customer and vendor community for establishment of project matrix teams. C
- Foster a continuous learning and process improvement culture.
- Provide guidance and direction to staff as it relates to Agile Development and Waterfall Development efforts.

**35%**

**Perform day-to-day management activities for Departmental Project Management**
- 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 including taking corrective or disciplinary action as necessary.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel related laws, rules, established CDT administrative processes and procedures, and collective bargaining agreements.
- Ensure staff comply with all CDT's policies, office standard operating procedures, and department agency protocols.
- Encourage staff team building, facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.
- Foster methods of creative decision-making and problem monitor and provide continuous
- feedback.

**15%**

- Ensure resource, risk and schedule management rigor addresses the any risk factors that are influenced by the introduction of new technologies and services such as those that will be required for successful e-government applications, tight constraints on schedules and budgets, large costs and indeterminate payback periods, and/or high public visibility projects.
- Recommend and coordinate assignments of project managers based on CDT priority, staff experience and skill levels, complexity/risk assessments of projects, specialized skills/experience needed, and resource availability.
- Interact with the highest levels of CDT and customer departmental management to ensure that project information is disseminated.
- Coordinate and standardize project status reporting to departmental management and control agencies.

**10%**

**Marginal Functions**
- Establish and support project management methodologies and principles within the Departmental Project Management and CDT through the standardized application of Project Management Body of Knowledge (PMOBK) principles and practices.
- Ensure that the 1PM staff obtain proper certification and/or experience for the level of assignments made in accord with the State guidelines and evolving policies related to IT Project Management.

**Work Environment Requirements**
- May be required to work after hours, weekends, and/or holidays.
- May be required to travel locally for training or meetings.
- May be require to carry a mobile device.

**Allocation Factors**
  **Supervision Received:**
  The IT Manager II receives administrative direction from the CIO (CEA) of IITS, within the Office of Enterprise Technology. The IT Mgr II has full responsibility for carrying out assignments and reporting on their progress until completion.

  **Actions and Consequences:**
  Decisions and recommendations made by the IT Mgr II have serious and high economic impact to customer programs and mandates. There are four major areas whereby the IT Mgr II is required to exercise judgment, make decisions and recommend a course of action: project planning, feasibility study, procurement and implementation. Poor judgment on the part of the IT Mgr II can mean that a customer department does not realize the most cost-effective information processing solution or resolution of their needs or problem. Significant negative impact on CDT's budget could result from the lack of good judgment and poor decisions on

the part of the IT Mgr II.

**Personal Contacts:**
Work closely with Departmental executive staff; customer executive staff; all Departmental customer management, technical, operations and administrative personnel; the vendor community; and control agency management.

**Administrative and Supervisory Responsibilities:**
Very closely involved in OET and OTech's planning processes relative to the analysis and investigation of information processing systems. Actively participates in the department's budgeting and cost control functions. Responsible for the selection, placement and development of all IPM's personnel.

**Supervision Exercised:**
Responsible for managing a staff of highly skilled technical and analytical personnel who are engaged in project management support for OTech and OTech's customer community. This position requires a strong technical manager. The duties will consist of coordination and technical leadership of CDT, clients and vendor staffs assigned to specific projects.

## Other Information

The project activity overseen and managed by the IT Mgr II covers customer departments, CDT's internal projects, and Statewide projects. These projects include the largest State departments such as Department of Motor Vehicles, State Controller's Office, Department of Health Services, Employment Development Department, Department of Corrections and Rehabilitation, Department of Transportation, the Secretary of State and multiple State Agency offices, which have statewide impact on all citizens. Also included are projects for the Governor's Office with the highest level visibility and political impact affecting all State residents.

**Desirable Qualifications:**

- Ability to establish and maintain cooperative working relationships with all levels of staff and management by participate on projects, coordinate and partner effectively with peers, users, developers, management, executives, including state control agencies.
- Ability to motivate, develop, and direct staff in performing their assigned duties to improve the work environment, the quality of work, and increase productivity.
- Possess the ability to lead, supervise, coordinate, train, motivate, appraise, and develop staff.
- Ability to remain positive even in adverse situations
- Demonstrate trustworthiness through accountability, business ethics, consistency, conscientiousness, credibility, and empathy
- Demonstrate a willingness to work and provide assistance to staff, management, and customers
- Exercise good judgment, work well under pressure, and meet deadlines.
- Demonstrate strong organizational and time management skills in a fast paced environment.
- Demonstrate the courage and determination to pursue a course of action even when it presents complex challenges and obstacles, and the outcome is far from certain
- Possess strong writing, analytical, and research skills with the ability to compose accurate, concise, and detailed written determinations and recommendations.
- Ability to conduct and facilitate effective meetings to ensure appropriately distributed workload, to foster effective communication, ensure the established meeting objectives are met.
- Demonstrate ability to handle multiple priorities simultaneously and effectively.
- Demonstrate ability to efficiently achieve measurable customer-driven results in a rapidly changing environment.
- Have in-depth, practical, hands-on knowledge in project management methodology and specifically the Project Management Body of Knowledge (PMBOK). Project management certification from an acknowledged university certification program or from the Project Management Institute.
- Experience as a project manager over large scale [$10 million plus], enterprise IT system implementations.
- Experience establishing and enforcing policies, processes, and standards.
- Possess strong analytical, writing, communication, and interpersonal skills.
- Knowledge of progressive disciplinary process.

**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)<br>Quentin Wright | SUPERVISOR SIGNATURE | DATE |