

## YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS

### DUTY STATEMENT

<b>CLASSIFICATION TITLE</b> Information Technology Manager (ITM II)	<b>DIVISION NAME</b> Information Technology Division (ITD), Infrastructure and Platform Services Office
<b>WORKING TITLE</b> Information Technology Manager (ITM II)	<b>POSITION NUMBER</b> 333-350-1406-002
<b>EMPLOYEE NAME</b>  VACANT	<b>EFFECTIVE DATE</b>  April 1, 2023

You are a valued member of the Department of FI\$Cal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

### **GENERAL STATEMENT**

Under the general direction of the Chief Information Officer (CIO) / Deputy Director of Information Technology Division (CEA B), the Information Technology Manager (ITM II) will serve as a member of the ITD senior leadership team as the Assistant Deputy Director of Infrastructure and Platform Services. The ITM II is responsible for managing the execution of FI\$Cal's infrastructure, database and software operations which include mission critical production processing and highly technical and complex software including various cloud services. This position has full management responsibility for organizing, planning, directing, coordinating, and managing all activities associated with the FI\$Cal Infrastructure and Platform Services Office (IPSO).

The ITM II works closely with the Chief Information Officer to plan and implement technology innovations and to formulate and implement Information Technology (IT) policies, standards, and process improvements for the ongoing operational effectiveness of the FI\$Cal system and the department's IT infrastructure. The ITM II also collaborates with other ITD and functional teams to plan and implement innovative technology solutions aligned to the business strategy and the FI\$Cal cloud strategy.

Additionally, the ITM II leads efforts to identify and implement architectural improvements to evolve FI\$Cal's database, software, and business intelligence platforms into scalable multi-tenant platforms to support the implementation of new business functionality and to provide self-service visualization and reporting capabilities to statewide FI\$Cal users in accordance with the FI\$Cal-as-a-Platform strategy.

### **SUPERVISION RECEIVED**

The ITM II reports directly to the Chief Information Officer (CIO) / Deputy Director of Information Technology Division.

## **SUPERVISION EXERCISED**

The ITM II directly manages following classifications:

- Information Technology Manager I (ITM I) – four (4) positions

The ITM II also oversees the work of consultants and partner staff who are matrixed into the Infrastructure and Platform Services Office.

## **ESSENTIAL FUNCTIONS**

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<b><u>% OF TIME</u></b>	<b><u>ESSENTIAL FUNCTIONS</u></b>
<b>40%</b>	<b>Infrastructure and Platform Services Operations</b> Either directly or through subordinate managers, manage, oversee and complete the following duties: <ul style="list-style-type: none"><li>• Provide policy direction and oversee the operations of FI\$Cal's on-premises and cloud-based technology infrastructure including networks, end-user computing and telephony, servers and storage, virtualization, infrastructure and network security, directory services, and operating systems support.</li><li>• Provide policy direction and oversee the design, installation and configuration, and operations and maintenance of all databases to support the development, quality assurance, training, and production operations of FI\$Cal system and departmental applications.</li><li>• Provide policy direction and oversee the design, installation and configuration, and operations and maintenance of all middleware, system software, and development and operations support tools including Oracle WebLogic, PeopleSoft, Hyperion, Oracle Business Intelligence, and other software platforms to support the development, quality assurance, training, and production operations of FI\$Cal system and departmental applications.</li><li>• Lead efforts to plan and implement operational and technical improvements to maintain infrastructure and software availability and performance at expected service levels.</li><li>• Plan and implement advanced monitoring and capacity planning tools and processes to proactively identify and resolve availability and performance issues.</li><li>• Establish cooperative relationships with business, data and application owners, vendors, and other service providers.</li></ul>
<b>25%</b>	<b>Technology Planning and Innovation</b>

	<ul style="list-style-type: none"> <li>• Oversee the research and evaluation of current technology trends and industry practices to ascertain the feasibility of using such technology and practices in the FI\$Cal IT environment.</li> <li>• Formulate and execute cloud services implementation and technology improvement projects in accordance with the FI\$Cal cloud strategy.</li> <li>• Evaluate FI\$Cal database and software platforms and implement architectural improvements to evolve these platforms into scalable multi-tenant platforms in accordance with the FI\$Cal-as-a-Platform strategy.</li> <li>• Direct and evolve the FI\$Cal's business intelligence and transparency platforms to provide self-service visualization and reporting capabilities to statewide FI\$Cal users.</li> <li>• Collaborate with and provide recommendations in a consultative role to the department's application development and business teams on efficient functional and technical designs from system performance, scalability and operational perspective.</li> <li>• Provide guidance and oversight for the implementation of mission-critical cloud services and technology improvement projects.</li> </ul>
<b>10%</b>	<b>Policy, Standards, Governance and Compliance</b> <ul style="list-style-type: none"> <li>• Work closely with the Chief Information Officer to ensure that FI\$Cal's IT policies are properly formulated and implemented and that FI\$Cal's IT strategies are integrated with business strategy to improve business and IT efficiencies.</li> <li>• Develop and implement operational policies and technology standards to improve the operational effectiveness of infrastructure and platform services.</li> <li>• Maintain compliance with all applicable statewide IT policies, procedures, and standards.</li> <li>• Collaborate with the Enterprise Security Services Office to ensure compliance with information security policies and to strategically manage the vulnerabilities, threats and incidents impacting the FI\$Cal system and the department's information resources.</li> <li>• Ensure disaster recovery preparedness by leading the technology recovery planning, testing and resolution of issues.</li> </ul>
<b>10%</b>	<b>Administrative</b> <ul style="list-style-type: none"> <li>• Prepare budget estimates and recommendations for procurement of services, training, and necessary hardware and software.</li> </ul>

	<ul style="list-style-type: none"> <li>Proactively manage the IPSO spending and implement solutions to reduce operational costs in order to create budget for technology innovations.</li> <li>Monitor the hardware and software license support contracts and cloud service subscriptions and ensure timely renewals for continuity of support.</li> <li>Maintain currency with infrastructure and platform services technologies and trends. Attend training classes as needed.</li> <li>Satisfactorily complete all team training requirements.</li> </ul>
<b>10%</b>	<p><b>Performance Management</b> Either directly or through subordinate managers, manage, oversee and complete the following duties:</p> <ul style="list-style-type: none"> <li>Plan, direct, and manage the workload of IPSO staff and affiliated non-FI\$Cal staff including consultants.</li> <li>Monitor progress and performance on assignments and take appropriate action to ensure timely and successful completion of IPSO activities in accordance with the department and division expectations.</li> <li>Lead the efforts in hiring, developing and retaining competent and professional staff that assures an adequate level of specialized analytical and technical expertise to support current and future FI\$Cal needs.</li> <li>Oversee development and planning for the appropriate training of staff to support emerging technologies.</li> <li>Motivate staff to sustain high performance; establish and maintain proper staff recognition mechanisms.</li> <li>Provide guidance and leadership to subordinate managers to develop and strengthen their leadership skills.</li> </ul>
<b><u>% OF TIME</u></b>	<b><u>MARGINAL FUNCTIONS</u></b>
<b>5%</b>	<ul style="list-style-type: none"> <li>Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the Information Technology Division, which may include special assignments.</li> </ul>

### **REQUIRED SKILL SETS**

All knowledge and abilities for all Information Technology classifications; and

Ability to: Manage through subordinate managers; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

### **SPECIAL REQUIREMENTS**

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check is required.**

### **WORKING CONDITIONS**

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCal's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

### **SIGNATURES**

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

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Employee Signature

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Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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Hiring Manager Signature

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Date

H/R Analyst DG

**Date Revised: 03/16/2023**