EDD Employment
Development
Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
IT Manager I	*Enterprise Cloud Manager*
NAME OF INCUMBENT:	POSITION NUMBER:
	280-353-1405-011
SECTION/UNIT:	SUPERVISOR'S NAME:
Enterprise Infrastructure Services / Enterprise Cloud Services Group	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Infrastructure Services Division	*IT Manager II*
BRANCH:	REVISION DATE:
Information Technology Branch	*4/26/2018*

Duties Based on: ☒ Full Time   ☐ Part Time – Fraction _____   ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required ☐ Call Center/Counter Environment

☒ May be Required to Work in Multiple Locations ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*:

May be required to move certain equipment. Some travel may be required.

3. DUTIES AND RESPONSIBILITIES OF POSITION

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

Under the general direction of the IT Manager I, the incumbent has significant responsibilities for formulating or administering organizational information technology policies or programs and for planning, organizing and directing work. The incumbent works as an IT Manager I in EDD's Infrastructure Services Division (ISD) in support of the organization's enterprise information technology operations, including all associated hardware/software components and the confidential and sensitive data used at EDD. The incumbant is responsible for the implementation, maintenance and operations of the organization's statewide information technology systems.

The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with vendors, subordinates, peers, management, and customers.

The incumbent acts as an IT Manager I on systems software/hardware projects, and/or on information systems.

Percentage of Duties	Essential Functions
35%	Maintains mastery of technical knowledge and provides leadership for all cloud services related projects for the Employment Development Department (EDD). This includes, but is not limited to: - Directing teams in evaluating all incoming Cloud requests such as Software as a Service, Platform as a Service, infrastructure as a Service, etc. - Advising ISD Management regarding different cloud service offerings relevant to EDD applications. - Directing teams in evaluating major cloud offerings by the California Department of Technology (CDT). - Directing teams to build and support monitoring environment and monitor system performance in cloud environment. - Directing teams in building, managing and upgrading new and existing private cloud. - Directing teams in research and development of application and software in Linux environment. - Coordinating evaluation of EDD application migration in the cloud and advising management of the migration path. - Directing teams to evaluate and implement disaster recovery in the cloud environment. - Directing teams to manage all aspects of existing Software Defined Data Center (SDDC) environments in all three major data centers such as backup & recovery, allocation of storage, and maintenance of virtual F5, etc.
30%	Manages project staff from EDD and non-EDD infrastructure key areas required for the project success. Responsible for providing oversight for Enterprise Infrastructure Hardware Management and Recovery Development for the Department. Ensure that designs and models are engineered around the enterprise and provide compatibility and interoperability of components. Maintains expert level of technical knowledge and provides leadership for all Hardware Core Services related infrastructure projects. Directs teams within EDD and coordinates with non-EDD staff to develop and implement new enterprise infrastructure components, test enhanced capabilities, and provide an "expert" level of EDD enterprise technical knowledge across all system environments to ensure the highest level of coordination and integration for the EDD infrastructure. Directs Core Services teams to implement technical strategies, e.g. Compliance Project, applying industry best practices and resolving complex issues and communicates effectively with staff and management. Using the ITB/EDD vision and strategic direction as a base, provides Core Service engineers with direction, guidance, and mentoring thus ensuring their work is in compliance with departmental and Core Service strategic direction. Knows and understands the Department's Strategic Plan and the customer business needs, and ensures the Distributed Computing environment has sufficient capacity and functionality to support the department's business requirements. The incumbent also coordinates all Tier III support efforts with the EDD, non-EDD technical staff and customers to resolve the most complex technical problems and issues that occur.

25%	Sponsors and promotes best practices for existing systems as well as new core service software products to ensure they effectively operate within the Department's existing EDD infrastructure. Additionally, supervises the unit in creating models to predict capacity and performance for new applications and configurations. Provides Tier III infrastructure support. Directs staff to coordinate with other Department/Branch or Division staff to ensure EDD's Core Services, systems and applications are optimized to operate in EDD's Enterprise environment. Utilizes data and statistics to provide the most complex problem resolution and to determine controlled changes that are necessary to provide a more effective and efficient infrastructure system. Reviews and provides input as necessary on all projects that will have infrastructure capacity implications.
Percentage of Duties	**Marginal Functions**
5%	Invests in personal development through certification or continuous education to maintain position related knowledge in the information technology field with the emphasis in infrastructure services. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout EDD.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other:	

Type of environment:

☐ High Rise   ☒ Cubicle   ☐ Warehouse   ☐ Outdoors   ☐ Other**:**

Interaction with customers:

☐ Required to work in the lobby   ☐ Required to work at a public counter

☐ Required to assist customers on the phone   ☐ Required to assist customers in person   ☐ Other:

5. SUPERVISION

Supervision Exercised*:   Directly: 3-IT Specialist II; 12-IT Specialist I

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: Date:

Civil Service Classification	Position Number
IT Manager I	280-353-1405-011

Supervisor's Statement: I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature: Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

	PMG Analyst initials	Date approved
☒ Duties meet class specification and allocation guidelines.		
☐ Exceptional allocation, 625 on file.	dmg	3/30/2023

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file