EDD Employment Development Department
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Supervisor II	Working Title Information Technology Supervisor II
Name of Incumbent	Position Number 280-349-1404-035
Section/Unit SDI Online/SDI Operations Group	Supervisor's Name
Division Product Development Division	Supervisor's Classification Information Technology Manager I
Branch Information Technology Branch	Duties Based on: ☒ Full Time ☐ Part Time - Fraction
	Revision Date 4/5/2023

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*

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

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

This is the full supervisory level. Under the general direction of the Section Chief, the IT Supervisor II (ITS II) will plan, organize, and direct the work of the State Disability Insurance Operations (SDIO) Group within the Product Development Division (PDD). The incumbent is responsible for one of the Department's most critical applications, the SDIO system, and manages a team that provides SDIO's application operational support. The incumbent is responsible for the effective operations and maintenance of the SDIO application and the system it operates within, including, but not limited to, interfaces and environments. The ITS II ensures Departmental customer needs and service levels are met, ensures that systems are of high quality in terms of efficiency and maintainability, and complies with the Division's standards for systems documentation and performance.

The ITS II also leads and is responsible for a variety of support activities for the SDIO application including, but not limited to: application and system monitoring, incident management, environment support, build deployments, batches, hardware/software upgrades, analysis and creation of scripts for manual database corrections for hardship claims. The incumbent and the OPs team support SDIO interfaces such as BizTalk, SOA, Pitney Bowes, web services, SSIS batches and SOLA for the mainframe. The incumbent and the OPs team work closely with and support the SDIO application developers and test staff on problem resolution, build deployments, interfaces and environments. The incumbent maintains an active staff development program to provide employees with feedback, opportunity for growth and to ensure trained staff are available for projects.

The incumbent contributes toward the growth of the Information Technology Branch (ITB) into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch.

| 3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)* |

Percentage of Duties	Essential Functions
35%	Supervises and directs multi-disciplinary technical staff in the performance of the systems development lifecycle (SDLC) that includes analysis, design, test, implementation and performance of tasks related to the development, support, and maintenance of standalone and integrated information technology systems. Monitors service levels and ensures compliance with performance management standards. Demonstrates leadership, team building, facilitation, and interpersonal skills with business and technical staff to achieve work goals. Ensures staff activities are consistent and supportive of the overall automation effort, and ensure customers have the capability to perform required business functions.
20%	Independently responsible for and performs administrative functions related to IT governance, workload and project management, performance measurement, contract and vendor management, procurement and asset management, data, security and risk management. Responsible for program, project, and staff decisions and actions.
15%	Establishes cooperative relationships and gains support of key individuals to accomplish goals. Acts as the Primary IT liaison partnering with customer staff & management to ensure needs are met and to identify opportunities for future automation and improvement. Utilizes appropriate communication tools with customers to review system requirements, ensure PDD's success in meeting those requirements and review current operating procedures to identify and implement automation opportunities.
15%	Plans, administers, and monitors expenditures; assesses, analzes and identifies IT policy needs. Applies personnel management, business, leadership and management prinicples. Identifies training needs and develops training plans. Conducts performance evaluations, coaches and mentors staff, and identifies and resolve staff performance issues.
5%	Participates as an active member of the Product Development Division Management Team. May act as Section Chief in the Chief's absence. Participates and support strategic planning and Equal Employment Opportunity objectives.

Percentage of Duties	Marginal Functions
5%	Performs advanced analysis, studies and staff work. Formulates and provides policies, procedures, presentations and proposals. Facilitates, consults or participates in workgroups. Stays informed on emerging technologies and best practices.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*			
Standing:	Occasional (13-25%)	Sitting:	Frequent (51-75%)
Walking:	Infrequent (7-12%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical Lighting	Pushing/Pulling:	Not Applicable

Civil Service Classification
Information Technology Supervisor II

Position Number
349-1404-035

Lifting: Not Applicable   Bending/Stooping: Not Applicable

Other:

Type of Environment: a. Select   b. Select   c. Select   d. Select

Interaction with Public: a. Select   b. Select   c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

Directly – 3 IT Specialist I; 2 IT Associate; Indirectly- 4 Vendor Staff

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 (Print)

Employee's Signature   Date

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 (Print)

Supervisor's Signature   Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.

PMG Analyst initials
dmg

Date approved
4/3/2023

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:

Click here to enter text.

** **AFTER SIGNATURES ARE OBTAINED:**
- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**