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

CURRENT/PROPOSED

RPA NUMBER (HR USE ONLY)
22-349

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 6/12/23	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant

D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I	E. POSITION WORKING TITLE Assistant Deputy Director
F. CURRENT POSITION NUMBER TBD Pending DOF/Budget Approval	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-550-1405-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Broadband/Office of Broadband and Digital Literacy	I. SUPERVISOR NAME AND CLASSIFICATION Scott Adams, Deputy Director

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

Under the general direction of the Deputy Director of the Office of Broadband and Digital Literacy (OBDL) for the California Department of Technology (CDT), the Information Technology Manager I (IT Mgr I) will perform all strategic functions needed to ensure that OBDL's operations run effectively by leading policy and program development, data and legislative management, and broadband strategic planning. This position requires an expertise in project management concepts, principles, and practices, as well as exceptional written and verbal communication skills, executive leadership ability, and political sensitivity.

The IT Mgr I will assist the Deputy Director as the Assistant Deputy Director for OBDL and will be responsible for providing overall direction and leadership to OBDL's project management team and client services. The IT Mgr I will oversee the management and implementation of the Broadband for All Action Plan, the development and implementation of the State's Digital Equity Plan, and other digital equity initiatives that address internet accessibility and access to affordable and reliable connectivity. They will furthermore oversee teams responsible for managing broadband and digital equity projects through all project phases, including managing scope, cost management, schedule, resources, stakeholder communication, risks, and issues. The IT Mgr I will develop strategic partnerships, manage service issues, and develop and manage effective communication plans.

The IT Mgr I will exercise a high degree of initiative, independence of action and originality, demonstrate tact and exercise sound judgment that recognizes the best interests of the State and CDT.

% of time performing duties	**Essential Functions** (Percentages shall be in increments of 5, and should be no less than 5 %.)
40%	**Policy and Program Development** • Formulate policies and programs related to broadband and internet accessibility while ensuring compliance with State laws and policies, including broadband governance. • Assist the Deputy Director in overseeing the implementation of the Executive Order N-73-20, the Broadband for All Action Plan, and the development and implementation of the State Digital Equity Plan. • Drive initiatives to help introduce or improve digital connectivity and digital literacy across the state and be able to increase and track broadband adoption and literacy rates.

- Identify opportunities and provide technical assistance, like federal or state funding opportunities for last-mile providers, anchor institutions and tribal entities to connect and interconnect to the broadband network to facilitate high-speed broadband service.
- Lead or participate in the review, development and implementation of policies and procedures for OBDL.
- Establish and maintain partnerships with broadband providers and local governments to enhance permitting processes that support the deployment of broadband infrastructure and service to meet the needs of local governments.
- Collaborate with internet service providers and government entities to track, report, and address the progress of the adoption of affordable internet services, subsidies, and devices.
- Perform analysis on processes, workloads, operational services, customer relations, and communication with members of one or more broadband and/or business units to identify issues, problems, and opportunities.
- Produce technical documentation that explains broadband technologies, processes, and products to provide the public with a better understanding of broadband adoption and digital literacy (system, end-user, and training).

20% | **Supervisory and Administrative Duties**
- Mentor staff in their various assigned duties and programs.
- Supervise staff in day-to day activities and provide overall prioritizing of work assignments.
- Promote proactive approaches to providing services, including developing and evaluating process to enhance the development and implementation of Broadband for All and the State Digital Equity Plan.
- Establish goals, objectives, supporting metrics and outcome measurements.
- Responsible for completing Requests for Personnel Action (RPAs).
- Provide on-the-job training to new staff members.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to team members.
- Develop plans to accomplish program goals and objectives.
- Responsible for annually updating duty statements, annually completing Individual Development Plans (IDP), completing probationary reports, and performance management including preventive, corrective and disciplinary actions as necessary.
- Ensure staff complies with all CDT policies and standard office operating procedures.
- Manage personnel issues and ensure compliance with the CalHR laws and regulations.
- Develop, manage, and lead staff in the successful execution of work plans and deliverables through 1:1 and ad hoc meetings.
- Develop orientation and transition binder for OBDL and lead duty statement development as needed.
- Ensure the Office's management makes informed and defensible personnel management decisions in accordance with department and State policies, personnel-related laws, civil service rules, and collective bargaining agreements.
- Effectively contribute to the department's equal employment opportunity objectives and ensure that there is a diverse workforce throughout the Office.

15% | **Budgeting, Procurement and Purchasing**
- Manage and process budgeting and procurement activities associated with AB 2750, SB 717, and other related broadband activities.
- Assist the Deputy Director in overseeing the management of contracts and vendor performance related to Broadband for All and other digital equity efforts.
- Collaborate with state, local, and federal agencies to maximize the use of various funding sources to support the broadband network, equipment and digital literacy.
- Lead statewide efforts to enhance broadband permitting and right of way management at all levels of government in collaboration with the middle mile broadband initiative and other government entities.
- Promote and support broadband adoption and utilization of federal grant programs and funding, including the Affordable Connectivity Program.

10% | **Data and Legislative Management**
- Perform impact analysis on proposed legislation with broadband components.

- Manage legislation analysis with CDT legislative team on proposed legislation as it relates to Broadband for All and Digital Equity planning and implementation.
- Perform data gathering, analyze information and evaluate results to determine appropriate response and solve problems.
- Lead data management of broadband analysis related to internet accessibility rates, affordability data, and ACP enrollment.

10%

Broadband Strategic Planning
- Perform research related to technology and broadband trends and best practices.
- Develop strategic plans that are aligned with business and organizational goals.
- Provide leadership to all project efforts in highly visible and politically sensitive settings, using both subject matter knowledge and expert judgement to ensure that key information is identified, documented, communicated, and acted upon appropriately.
- Assist with project workstreams, including Broadband for All Action Plan, Portal, Broadband Roundtables, MMBI Assistance, and California Broadband Council Meetings.
- Assist internal and external meetings with department and community stakeholders.
- Develop strategic partnerships with Internet Service Providers (ISP).

5%

Marginal Duties (Percentages shall be in increments of 5 and should be no more than 5%.)
- Other related duties as required.

Work Environment Requirements
- The incumbent may be required to work outside of normal business hours and is required to carry a mobile device.
- The incumbent must travel to meetings or customer department sites within the greater Sacramento area or other parts of the state as needed.
- The incumbent must maintain excellent attendance to perform these functions.

Allocation Factors (Complete each of the following factors.)
<ins>Supervision Received</ins>:
The IT Mgr I receives general administrative and policy direction from the Deputy Director. Supervision and direction received is general in scope and nature depending on the project or assignment.

<ins>Actions and Consequences</ins>:
The IT Mgr I is responsible for independent work within business constraints. The IT Mgr I is responsible for the recommendations to executives, decisions for projects, and outputs. The IT Mgr I is also responsible for program, project, and staff decisions and actions. The IT Mgr I must demonstrate excellent communication skills and political sensitivity. It is critical that the incumbent be able to maintain a high level of professionalism, diplomacy, and tact as this position must be able to successfully communicate and develop cooperative working relationships with representatives of all levels of government, the public, the broadband industry, and the Legislative and Executive branches. The IT Mgr I must have the ability to analyze complex problems and recommend effective courses of action; and prepare, review and present critical reports. Consequently, accuracy and attention to detail are of paramount importance.

<ins>Personal Contacts</ins>:
The IT Mgr I will have contact with the Department Director, Broadband Deputy Directors, CDT executive staff, Government Operations Agency (GovOps), Public Utilities Commission (PUC), Department of Transportation (Caltrans), Legislature, California Broadband Council, Middle-Mile Advisory Committee, and Department of Finance (DOF), and other OBDL/MMBI Project Managers. Contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of broadband issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing

individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
The IT Mgr I works collaboratively with the Deputy Director and will have full supervisory responsibilities for the OBDL team. The IT Mgr I is responsible for developing and monitoring program goals, objectives, and budget. The IT Mgr I is responsible for the personnel development activities of personnel within the IT/broadband unit, contract negations, and business services.

Supervision Exercised
The IT Mgr I will have full supervisory responsibilities for all OBDL team. The IT Mgr I will provide general administrative direction concerning assignments.

Other Information
Desirable Qualifications: (List in order of importance.)
The incumbent should possess the following skills/abilities to perform the essential functions of the position:

- Knowledge of the state's Executive Order N-73-20, Broadband for All Action Plan, Senate Bill 156 and other digital equity initiatives.
- Knowledge of the broadband industry and issues related to the state's digital divide.
- Experience running operations of a high-profile office.
- Experience working with diverse stakeholders including high ranking government officials, Tribal leaders, statewide advocacy groups, and digital equity focused nonprofits.
- Experience implementing complex, statewide programs, and initiatives.
- Project and program management experience.
- Experience working with government entities to enhance processes related to broadband deployment (permitting, right of way management), or broadband adoption (ACP).
- Experience leading programs and initiatives with high-level leaders within government, private, and nonprofit sectors.
- Knowledge of customer support best practices and broadband industry standards.
- Knowledge of relevant and applicable international, national, and state information security and privacy laws, policies, standards, procedures, and guidelines.
- Knowledge of principles and processes for managing contract performance and deliverables; proficient with contract budget management.
- Experience recruiting, hiring, and managing highly functional teams.
- High degree of political and emotional intelligence.
- Excellent writing and editing skills.
- Proficiency with Microsoft Office, Word, Excel, PowerPoint, and Microsoft Teams.

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