



PROPOSED CURRENT

Classification Title Information Technology Manager I	Division IT Services
Working Title Section Chief	Office/Unit/Section/Geographic Location Enterprise Services Office/ Rancho Cordova
Position Number 592-640-1405-003	Name and Effective Date

General Statement: Under the general direction of the CEA-B (Chief Information Officer), the Information Technology Manager (ITM) I (Section Chief) plans, organizes, and directs all activities associated with the development, implementation, and support for the Department of Cannabis Control's (Department) Enterprise Services Office (Office). The Office provides and maintains information technology solutions, ensures various systems physical and logical security, and researches and develops new technology. The Office provides desktop support, web services, and telecom services. The Section Chief ensures the Department's information management strategy is maintained in alliance with the Department's business strategic plan and assists in the development of Information Technology (IT) policies. As part of the management team, the Section Chief is responsible for coordinating the activities of multiple complex IT functions. The Section Chief's responsibilities span multiple disciplines involving different technical environments. This position is in the Business Technology Management domain. Duties include, but are not limited to, the following:

A. Specific Assignments [w/ Essential (E) / Marginal (M) Functions]

40% (E) Enterprise Services Section Management

Provide direction and oversight to subordinate staff to ensure high quality customer services. Work with subordinate staff and other areas within the IT Services Division to develop and maintain customer service strategies and effective communication. Work with customers to monitor satisfaction levels and identify service improvement opportunities.

Oversee development of standards and criteria for the installation, operation, security, and management of the most complex automated systems. Oversee the management of client desktops, laptops, tablets, telecommunications, and printers. Manage section activities and ensure uniformity in the application of established Department policies and procedures. Implement the provisions of appropriate laws and regulations to achieve IT Services Division objectives.

Plan, organize, and direct data processing activities and contract administration. Provide technical guidance for the most complex and sensitive projects. Ensure that the Office meets all administrative and IT mandates (departmental and statewide policies and procedures).

Manage configurations and change management standards in the Department's IT Service Desk Management (ITSM) tool of record. Coordinate updates to existing ITSM workflows with other managers and supervisors.

35% (E) Supervision

Supervise and direct staff in addressing the most sensitive and complex operational and technical issues. Set priorities, distribute workload, and monitor progress to ensure milestones are met and deliverables meet client business requirements. Ensure the Office meets all administrative and IT mandates (Departmental and Statewide Policies and Procedures).

Supervise and direct staff in addressing the most sensitive and complex operational and technical issues. Provide continuous feedback to staff on employee performance issues and takes appropriate action. Manage the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure the Department's coverage and support.

15% (E) Personnel Management

Document assigned work in the ITSM system including work completed, solutions provided, and time spent on ticket. Develop procedures and knowledge articles for the installation, configuration, maintenance, or problem resolution for supported IT systems. Follow policies and procedures to verify and correct the system identification data of user systems. Verify that data in network data repositories is accurate and configured correctly for system or user data and update as needed. Review and update ticketing records daily per established procedures and policies.

10% (M) Strategic/Organizational Planning

Participate in the development and management of short and long-range plans encompassing both strategic and operational needs (budget plans, resource acquisition, and staff allocation). Participate in the development of IT policies and procedures. Maintain an awareness of industry trends, emerging technologies, and IT best practices to meet client needs and to ensure the highest quality services are provided.

B. Supervision Received

The incumbent works under the general direction of the Chief Information Officer.

C. Supervision Exercised

The incumbent directly supervises the Office staff and teams of individual projects as necessary.

D. Administrative Responsibility

The incumbent has complete responsibility for managing the Office.

E. Personal Contacts

The incumbent has contact with all levels of the Department staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes the Department's Divisions, Branches, Offices,

and Units including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they relate to the performance of this position.

F. Actions and Consequences

The incumbent will make decisions that impact the functionality of the Department technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the Department end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the Department may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

G. Functional Requirements

The incumbent is a Work Week Group E and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of the Department's statewide field sites as scheduled in advance.

H. Other Information

The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives, and research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects, gain and maintain the confidence and cooperation of those contacted, and accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

Additional Performance Expectations:

- Ability to work cooperatively with others
- Ability to work efficiently
- Ability to report to work on time
- Ability to maintain consistent, regular attendance
- Ability to work under changing deadlines
- Ability to look and act in a professional manner
- Ability to get along with others
- Ability to exhibit courteous behavior towards others at all times
- Ability to meet deadlines
- Ability to perform tasks with minimal amount of errors

Ability to do completed staff work

Conflict of Interest (COI) - This position is subject to COI Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

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 Equal Employment Opportunity Office.)

Employee Signature

Date

Employee's Printed Name – Classification

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

Supervisor Signature

Date

Supervisor's Printed Name – Classification

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