

Duty Statement Rank & File

Proposed
 (Submit to HR for
 Review)
 Final

Print or type.
 See Specific Instructions on page 2.

A. Current Position Number	B. Probationary Period /JEP Period	
785-250-1406-XXX	12 months	
C. Incumbent Name	D. Classification/Job Title	E. Date of Hire
VACANT	Information Technology Manager II/Chief Application Officer	
F. Unit, Section, Division	G. Location	
Application Development Branch, Information Technology Division	<input checked="" type="checkbox"/> Sacramento <input type="checkbox"/> Los Angeles	
H. Name of Immediate Supervisor/Manager	I. Classification/Title of Immediate Supervisor/Manager	
VACANT	Chief Information Officer – CEA B	
J. Bargaining Unit (CBID)	K. Time Base	L. Tenure
<input checked="" type="checkbox"/> M01	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Permanent Intermittent <input type="checkbox"/> Limited Term <input type="checkbox"/> Intermittent <input type="checkbox"/> Other
M. Work Schedule	N. Work Hours	
Monday – Friday	8:00 AM- 5:00 PM	Occasional off-hours and weekends may be required
O. Background Check Required	P. Job Requires Driving Automobile	Q. Certification Required
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes Click here to enter text. <input checked="" type="checkbox"/> No

Section II JOB DESCRIPTION

Under the general direction of the Chief Information Officer (CIO), the Information Technology Manager II (ITM II), Chief Applications Officer, is responsible for SOS’s application portfolio, information architecture, data and digital services. The ITM II has full management responsibility for the analysis, design, procurement, implementation, maintenance and operation of SOS’s enterprise applications including business intelligence solutions, data management solutions, web applications, emerging technologies, cloud Software-as-a-Service (SaaS) applications, and other current and future business applications. The incumbent is responsible for organizing, planning, coordinating, directing, controlling, and managing all activities associated with Software Engineering. This position will provide services from IT domains of Software Engineering, Business Technology Management, Client Services, Information Technology Project Management, and Information Security Engineering. The ITM II works closely with the CIO and Chief Technology Officer (CTO) to formulate and implement Information Technology (IT) strategic plans, roadmaps, policies, standards, and process improvements for the ongoing operational effectiveness of SOS’s business applications and data management solutions. The ITM II collaborates with other technology and business teams to plan and implement innovative applications to maintain excellent customer experience and application support to departmental staff and customers. The incumbent is responsible for promoting diversity,

equity, and inclusion within the department as well as excellent customer experience, emerging trends in application services, and IT project portfolio optimization in alignment with SOS Program objectives.

% of time

Essential Functions

35% Business Applications Operations:

- Provide policy direction and oversee the technical design, development, application operations, and defect repair activities associated with SOS’s enterprise applications.
- Oversee efforts to plan and implement operational and technical improvements to operate SOS’s business applications at expected service levels.
- Oversee technical design and development of new application implementations and enhancements to existing applications.
- Implement technical processes, system integration and automated software release tools, technologies, and processes for the successful continuous delivery of DevOps.
- Collaborate with Project Management and Governance teams to lead and facilitate complex, mission -critical projects, solution development and multi-disciplinary work teams using negotiation and group facilitation skills to move initiatives forward while meeting the needs of a variety of business customers.
- Implement and operate adequate application security controls and data access patterns in collaboration with the Information Security Office to ensure compliance with information security policies.
- Oversee, review and approve technical project deliverables and related work products. Ensure alignment of technical design and architecture with business needs and security requirements.
- Plan and implement advanced monitoring tools and processes in collaboration with the System Engineering Section to proactively identify and resolve operational issues with SOS’s applications.

35% Application Innovation Services

- Research and evaluate current application trends and SaaS solutions to ascertain the feasibility of using such applications to support SOS’s vision and mission; and provide recommendations to the CIO.
- Provide recommendations to SOS Programs on application enhancements and application innovations to improve customer service.
- Research, plan, design and manage technical activities related to cloud system architecture and application architectures supporting multiple platforms and applications.
- Formulate and execute SOS’s Business Intelligence and Analytics strategy by working closely with business stakeholders and senior leadership and executive leadership teams.
- Oversee efforts to conduct data analysis and to identify, design, build and implement effective self-service analytics solutions.

25% Strategic Planning and Governance

- Participate in reviewing and updating the Agency Information Management Strategy (AIMS) plan along with other Chief Officers and ITD Management to ensure the best use of technology in meeting the business goals and objectives as outlined in this five-year plan; and is in alignment with the California Department of Technology’s Strategic Vision.
- Participate in developing and managing short and long-range plans encompassing strategic and operational needs, including budget and staffing plans.

- Prepare, negotiate, and present budget and other funding proposals for procurement of services, training and necessary application software and services. Monitor expenditures and operate within budget allocation.
- Ensure that Software Engineering Sections meet all administrative and IT mandates, departmental and statewide policies and procedures, and control agency guidelines.
- Maintain currency with developments and trends in information architecture, low code/no code, web, and analytics applications.
- Implement and enforce agile principles, methods, and best practices, organize and manage agile teams facilitating continuous improvement, and lead the application activities on IT projects while identifying and removing impediments to achieving successful delivery of IT projects to their desired business outcomes.
- Collaborate with Program areas, other departments, agencies, counties, and providers to ensure the success of IT projects and system integration efforts.
- Identify potential problem areas; develop and analyze alternatives, and take corrective action as needed.

MARGINAL FUNCTIONS

- 5%
- Meet as appropriate with other ITD managers and the CIO to share information.
 - Conduct periodic meetings to keep staff apprised of unit, section, office, branch and departmental updates.
 - Perform other related duties, as assigned, to ensure efficient achievement of organization's goals and objectives.
 - Other duties within this classification as assigned.

EMPLOYEE/SUPERVISOR STATEMENT

You are a valued member of the Secretary of State's office. You are expected to conduct yourself professionally and work cooperatively with team members and others during the course of your duties to enable the department to provide the highest level of service possible. You are to adhere to all applicable state and federal laws, rules and department policies; and exercise good judgment in assisting team members and the public. Your efforts to treat others fairly, honestly and with respect are critical to the organization's mission and values.

EMPLOYEE'S STATEMENT: I HAVE READ AND UNDERSTAND THE DUTIES, RESPONSIBILITIES, AND PERFORMANCE EXPECTATIONS OF THE POSITION AND DISCUSSED WITH MY SUPERVISOR. I HAVE RECEIVED A COPY OF THE DUTY STATEMENT.

I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION:

- YES
- NO (Notice HR to discuss possible reasonable accommodation)

EMPLOYEE NAME (PRINT FULL NAME) ➡	EMPLOYEE SIGNATURE ➡	DATE SIGNED ➡
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE.

SUPERVISOR NAME (PRINT FULL NAME) ➡	SUPERVISOR SIGNATURE ➡	DATE SIGNED ➡
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