DUTY STATEMENT

Employee Name: Vacant	Current Date: 07/05/2023
Classification: IT Manager II	Position #: 673-860-1406-001
Division/Office: Office of Information Services (OIS)	CBID: M01
Section: System Development and Support Branch	
Supervisor Name: Rachel White	Supervisor Classification: CEA (CIO)

I certify that this duty statement represents an accurate description of the essential functions of this position.	
Supervisor:	Date:

I have read this duty statement and agree that it represents the duties I am assigned.	
Employee:	Date:

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

☒ Designated under Conflict of Interest Code.
☐ Duties performed may require pre-employment physical.
☐ Duties performed may require drug testing.
☐ Duties require participation in the DMV Pull Notice Program.
☐ Requires the utilization of a 32-pound self-contained breathing apparatus.
☐ Operates heavy motorized vehicles.
☐ Requires repetitive movement of heavy objects.
☐ Works at elevated heights or near fast moving machinery or traffic.
☐ Performs other duties requiring high physical demand. (Explain below):
☐ Duties require use of hearing protection and annual hearing examinations.

SUPERVISION EXERCISED

☐ None	☐ Lead Person
☒ Supervisor	☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises:

2 – Information Technology Supervisor II
2 – Information Technology Specialist III
4 – Information Technology Specialist II

Total number of positions in Section/Branch/Office for which this position is responsible:

23

FOR LEADPERSONS OR TEAM LEADERS ONLY:

Indicate the number of positions by classification that this position LEADS:

n/a

MISSION OF SECTION:

The Systems Development and Support Branch (SDSB) is responsible for the development and ongoing support of information technology (IT) solutions to complex business, scientific and engineering problems, in support of the California Air Resources Board's (CARB). This includes, but is not limited to, SaaS/COTS/MOTS, web, database design, and other various technologies used for custom built and legacy systems. SDSB also develops and maintains a secure and robust Enterprise IT Architecture for CARB's network technologies, develops related policy, and oversees the technical and business processes for the administration of California Environmental Protection Agency (CalEPA) and CARB's network technologies.

CONCEPT OF POSITION:

Under the administrative direction of the Chief Information Officer (CIO), the Information Technology Manager II (ITM II) serves as the Division's Branch Chief of System Development and Support (SDSB) and manages the daily operations of SDSB (which includes Application Development, Application Support, DevOps, Networking, Enterprise IT Architecture, and Solution Architecture). The incumbent exercises full management and Branch oversight responsibility for subordinate managers, supervisors, staff and workload associated with the operation of these sections/units. The ITM II provides both technical and managerial leadership in planning, configuring, developing, implementing, and supporting IT solutions to complex scientific, engineering, and business problems to support CARB Programs. The ITM II is directly accountable for operational availability and performance of CARB/CalEPA network technologies, CARB applications and databases, including laboratory and modeling systems.
The ITM II conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customers' expectations. Further, the ITM II must communicate effectively, be well-organized, and be able to track and complete multiple assignments concurrently, while establishing and maintaining professional relationships with internal/external customers, including management, executives, CARB end users, peers, vendors,

other government entities, etc.

The ITM II must maintain confidentiality while handling and processing any confidential personnel/business data.

INFORMATION TECHNOLOGY DOMAINS:

☒ Business Technology Management

☐ Information Security Engineering

☒ IT Project Management

☒ Software Engineering

☒ Client Services

☒ System Engineering

% OF TIME	RESPONSIBILITIES OF POSITION
25% E	**Enterprise Solutions:** Responsible for working with the IT leadership team to set clear priorities and goals for IT Management and Production balancing the long-term and immediate needs of the organization for IT Architecture, Infrastructure and development/support of applications. Defines the technology strategy, vision, and roadmap in alignment with CARB's overall IT Strategic Plan. Participates as a member of the IT senior management team to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies. Ensures alignment of technology resources with CARB's short- and long-term goals.

	Oversees the architecture, development, operation, and maintenance of software systems including business assessment, user research, user centric design, development or configuration, programming, service-oriented architecture, testing, and implementation of the business application services. Manages technology budgets and delivery time frames in alignment to business visions for technology. Directs the architecture dealing with multi-cloud solutions, design, configuration, operation, and maintenance of systems discovery as well as planning, design, configuration, administration, and continued operation of a defined system. Utilize technical expertise, initiative, and resourcefulness to align technology environment, capacity, and solutions with departmental strategic business needs, and participates in meetings with various levels of management to plan, present, and discuss IT innovations, projects, and policies. Prepares and makes technology presentations to key staff members. Establishes and maintains effective communication channels to participate in the resolution and innovation of ongoing IT issues and efforts. Defines performance metrics and reports on CARB's technology status, goals and or progress. In addition to the above duties: • Oversees the Networking, Solution Architect, Application Support and Application Development Units. • Provides leadership and governance support to the CalEPA Shared Services Governance, Architecture Review Board, IT Service Management and Change Management review committees. • Ensures CARB's technological processes and services comply with all State requirements, laws, and regulations.
25% E	**Service Delivery Management** Formulates and administers organizational IT policies and programs for planning, organizing, and directing the work of assigned IT sections and units. Manages technology research and review, ensuring the alignment of technology vision with business strategy, and technological innovation. Ensures the integrity of the innovation process and foster future sustainment of innovation technology delivery. Foster a culture of innovation and data-driven service deliveries. Facilitates the development and achievement of Operational Plans, sets operational priorities, balances workload, and ensures excellent customer service through the delivery of timely and accurate services. Ensures the quality of services by applying rigorous quality and assurance oversight practice. Provides leadership, guidance and support to subordinate supervisors and staff, and is responsible for establishing customer feedback and input processes to monitor customer satisfaction with respect to the services provided. Incorporates new approaches into IT operations including Agile development methodology, development, and operations (DevOps) methodology, user-centric design, lean process design, and IT Service Management by leveraging industry best practices, academic sources,

	vendors, state technology frameworks, work groups, and other state departments. Performs capacity analysis and determines system sizing requirements to ensure the proper operation of CARB's mission-critical systems across CARB's enterprise network infrastructure. Sets, agrees, and monitors achievement of performance targets. Ensures compliance with policy and standards through oversight of departmental processes and programs. Collaborates with Agency and CARB's OIS Project Management Office on the development of a "Best Practices" framework to conform to CDT directives and provide standard and repeatable processes to be utilized throughout a project's life cycle. Uses innovation to apply business knowledge to complex technical solutions. Responsible for ensuring root cause analysis and remediation of network architecture and service management issues are addressed and remediated. Collaborates with CARB's ISO to ensure security requirements are employed and collaborates on incident and security management processes, procedures, and policies.
20% E	**Managerial Duties:** Plans, organizes, directs, and provides managerial review of the work performed in the Branch. Provides regular and timely written performance appraisals to staff. Counsels staff and initiates disciplinary actions, as necessary. Recruits, hires, trains, develops, and provides leadership to staff. Identifies appropriate long-range plans and goals to address succession planning and knowledge transfer. Manages and coordinates assignments of technical staff based on departmental priorities, staff experience and skill levels, complexity assessments of projects, specialized skills and experience requirements, and resource availability. Develops long and short-term staffing plans that meet workload needs within budgeted resources. Establishes performance standards and expectations by conducting probationary reviews, annual performance reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to enhance personnel growth. Establishes reasonable deadlines and monitors staff's workload to ensure work is completed accurately and timely. Provides advice and consultation to staff on the most difficult and sensitive work issues. Encourages team building across all service delivery teams. Facilitates cross training and promotes continuous improvement of processes. Implements motivation techniques, promotes training, and creates a positive climate for change. Mentors staff and ensures training opportunities are available to assist in developing technically skilled staff. Sets and communicates standards of performance for all team members. Performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to state and federal laws, rules, regulations, bargaining unit contracts and policies in all personnel practices, including, but not limited to hiring, employee development, and management; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and

	completing timely probationary reports, annual performance appraisals, and individual development plans; monitor employee performance and, if necessary, utilize progressive discipline principles and procedures; complete personnel documentation and utilize competitive hiring process; approve or deny administrative requests including leave, overtime, travel, and training; adheres to Department policies, rules, and procedures; accurately submits and approves timesheets by the due date. In addition to the above duties: • Responsible for the formation and documentation of all IT metrics, goals, procedures, processes and governance for SDSB. • Collaborate with a variety of OIS managers/staff, CARB Executive Officers, program staff, and external control agencies (such as, CalEPA, CDT, DGS, and DOF) in the analysis and decision making on a variety of IT ideologies from application development, data management, and database policy and planning, and records retention. Reports regularly to the CIO, Division Chiefs, Assistant Division Chiefs, and Executives on progress made with various IT initiatives on a regular basis. • Oversees Branch development of Requests for Proposals (RFPs), Request for Offers (RFOs), Budget Change Proposals (BCPs), and/or IT Acquisitions in support of IT operations, services and/or systems. • Works on Legislative analysis for proposed law changes that may affect OIS from a resource and/or cost perspective. Identifies key elements, manages and presents analysis of legislation affecting OIS. • Coordinates the development of issue papers, analyses, correspondence and request for action to the CIO. • Acting CIO in their absence (as needed).
10% E	**Research** Researches and evaluates current and new technology and trends to develop an information architecture roadmap. Defines strategies and goals for innovation, research and development. Researches current and short-term technology needs and identifies industry trends, developments and best practices. Maintains and provides high level technical expertise (in IT networks, system development, DevOps, system support, change management, release management, cloud services, citizen development, SaaS/COTS offerings, databases, and solution architecture) to IT workgroups at all levels. Provides innovative ideas to implement IT resources and IT goods to advance the technology available to CARB end users.
10% E	**CARB Shared Services** Collaborates with the CIO, ISO, CalEPA's Information Security Officer (AISO), and Agency Chief Information Officer (AIO) to ensure alignment

	with Agency shared services and statewide information security initiatives. Provides input, support, and feedback for designing, organizing, and delivering the California Environmental Protection Agency's (CalEPA) IT shared services. Provides input, and as needed, present to the Agency CIO and other technology leaders within the organization for the long-range information systems plans to broaden and strengthen shared services operations. Provides timely and useful management and investments. Ensures CARB's technology architecture and solutions align and integrate with Agency IT shared services.
5% E	**Technology Recovery Plan:** Collaborate with the IT Operations and Support Branch and the TRP Coordinator on the TRP and respond to assigned activities in a timely manner. Responsible for updating TRP process and procedures applicable to SDSB. Collaborates with SMEs in table-top test scenarios related to technology recovery plans and activities. Assists with developing and updating contingency and business resumptions plans and testing, as needed.
5% M	**Other:** Provide management backup support for other areas within OIS as needed. Complete special projects and other duties as assigned and/or required.
	SPECIAL REQUIREMENTS Occasional after-hour work and travel to various offices and locations throughout the State of California may be required. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. KNOWLEDGE, SKILLS and ABILITIES: Extensive experience and knowledge of the System Development Lifecycle (SDLC), best-practice project management methods, standards, and practices. Experience and knowledge of the State's CA-PMM and PMBOK project management methodologies and IT Reportable project reporting requirements. Knowledge and experience in information technology governance processes and procedures; procurement; contract negotiations; vendor management; and customer relationships management. Knowledge of State IT policies and direction. Strong communication, leadership, interpersonal, and problem-solving skills. Incumbent must have ability to: o Analyze and Formulate policies, procedures, and practices; o Interface with business, technical, and policy-administrators personnel and management; o Plan, organize, and to provide oversight and leadership to the work of multi-disciplinary professional staff.