

DUTY STATEMENT

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Employee Name: Vacant	Current Date: 07/05/2023
Classification: IT Manager II	Position #: 673-860-1406-002
Division/Office: OIS	CBID:
Section: IT Operations 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):
Performs occasional lifting and transporting IT equipment of at least 50 pounds with the use of a hand truck or pushcart.
- Duties require use of hearing protection and annual hearing examinations.

SUPERVISION EXERCISED

<input type="checkbox"/> None	<input type="checkbox"/> Lead Person
<input checked="" type="checkbox"/> Supervisor	<input type="checkbox"/> Team Leader

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

- 1 – Information Technology Manager I
- 3 – Information Technology Supervisor II

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

38

FOR LEADPERSONS OR TEAM LEADERS ONLY:

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

n/a

MISSION OF SECTION:

The IT Operations and Support Branch (ITOSB) is responsible for the implementation, enhancement, and maintenance of CARB's office automation, computer systems and supporting enterprise infrastructure. CARB's network, desktop, telecom, and enterprise systems support more than 1,700 users in Sacramento, Riverside, laboratories and other remote sites. ITOSB provides support of IT assets, lab equipment, desktop computers and printers, email/calendaring, service desk support, technical support, and level 1 network. ITOSB also supports all CARB voice, video and data communications services. The section also bears primary responsibility for maintaining and operating the underlying enterprise platforms, including servers and systems software that host these systems and databases, and CARB's extensive Internet and Intranet websites.

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 IT Operations and Support (ITOSB), and is responsible for ensuring a high-quality, positive and customer-focused approach to delivering information technology services and operations for CARB. This position provides tactical and operational leadership, directs the strategic design, acquisition, management, and implementation of enterprise-wide technology tools, maintains technology standards for the organization, and manages the activities necessary to keep IT operations running seamlessly, efficiently, and effectively while ensuring compliance with established standards and policies. Responsibilities include, but are not limited to, the management of CARB's data center, network and server services, technical support, service desk, telephony, voice/video/data, email, service monitoring, servers, storage, and related hardware/software to ensure seamless, robust and secure connectivity.

As a key member of the OIS Leadership Team, the ITM II works with the CIO to keep service offerings aligned to current and projected needs of CARB, and reports regularly to the CIO on the current status of IT systems and service levels. The ITM II will be skilled in modern IT operation and

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infrastructure needs, such as remote service tools, VoIP, chatbots, cloud services and the Internet of Things (IoT), and will navigate and lead the modernization of CARB's IT operating model (with the need to accommodate bimodal working). The ITM II will need to support and guide ITOSB staff, as they develop the attributes and characteristics required to deliver great customer service and meet the business requirements and associated outcomes.

The ITM II participates in executive-level decisions and execution of strategies to achieve the objectives and IT Strategic Plan for OIS. The ITM II must provide in-depth knowledge and guidance of IT Service Management (ITSM/ITIL) strategies, process, policies, project management, budget management, and best practices, and demonstrates customer centricity.

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

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<u>% OF TIME</u>	<u>RESPONSIBILITIES OF POSITION</u>
<p>25% E</p>	<p>Technical Support Services and Operations:</p> <ul style="list-style-type: none"> • IT Communications Support: Oversee and manage the support teams responsible for enterprise wide IT communications, IT training, configuration and support of Office 365, email, video/conferencing services, telecom services, network services, Mobile Device Management, and IT service/help desk operations. Support CARB's new-employee-onboarding process and oversee the support teams configuring their IT needs and set up. • IT Services and Technical Support: Oversee and manage the support teams providing IT services at the Sacramento headquarters, Riverside headquarters, various field offices/labs, and other remote locations in the State. These services include complex laboratory equipment/needs, conference room technologies, workstation setup/technology, laboratory equipment, desktop printers, directory, IT assets, desktop support, service desk support, IT refreshes, and system patches. Ensures CARB's compliance with the OCIO/Office of Information Security (State ISO) and DOF regarding the security of information assets and data. Recommends security technologies and provides guidance for implementing these technologies in CARB's computing infrastructure: hardware, software, Internet and Intranet connectivity, desktop and laptop configurations, server configurations and physical security. <p>In addition to the above initiatives/services:</p> <ul style="list-style-type: none"> • Establishes schedules and priorities for all work efforts to ensure continuity and efficiency of customer services. • Ensures services are compliant with CARB's policies, following all state government codes, rules, and regulations; and, must be able to sustain any type of audits. • Measures and reports on effectiveness of support services, telecom, and systems through use of Service Level Agreements (SLAs), metrics, data and dashboards. • Manages and maintains Service Desk compliance with established OIS SLAs • Serves as the OIS systems change request (CR) point of contact and responsible for OIS Change Advisory Board (CAB) meetings/processes. • Briefs CIO on incident trends and inquiries. • Leads triage analysis to troubleshoot, assess risk and resolve elevated incident tickets. • Establish and manage after-hours support model and processes. • Responsible for coordinating asset management tasks/needs, optimizing tech support and service desk tools, and the management of system installation, patching, monitoring, security, backup, and recovery.

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	<ul style="list-style-type: none"> • Coordinates and aids with employee onboarding, floor optimizations and building infrastructure needs with Administrative Services Division and Facilities.
<p>25% E</p>	<p>Enterprise IT Systems Operation and Maintenance:</p> <ul style="list-style-type: none"> • Oversees and manages the operations, availability, performance, and reliability of CARB's mission critical Intranet and Internet servers, applications and databases operating 24 hours a day and 7 days a week. • Manages the ongoing maintenance of CARB's enterprise infrastructure hosted at the CalTech Tier 3 Data Center, Cal/EPA Headquarters Data Center, and CARB's Disaster Recovery site. • Manages CARB's transition into cloud services, and development of a Cloud Strategy. • Formulates a cloud platform for CARB's scientific workloads including open data/big data repositories, data streams from IoT, and modeling workloads for scientific calculations. • Provides oversight of the specification and procurement of hardware and system software, and the installation, configuration, testing, securing and documentation of new systems. • Manages administration of users in multiple divisions and programs that work with OIS to manage applications. • Manages systems installation, software upgrades, patching, monitoring, security, backup, and recovery. • Directs database administrators in performance monitoring and system tuning and establishing procedures for performing database backups and recovery. • Oversees data modeling efforts to ensure that database structures conform to the enterprise relational data model.
<p>20% E</p>	<p>Managerial Duties:</p> <p>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</p>

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	<p>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.</p> <p>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.</p> <p>In addition to the above duties:</p> <ul style="list-style-type: none"> • Responsible for the formation and documentation of all IT metrics, goals, procedures, processes, and governance relating to the domains in ITOSB. • 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. 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).
<p>10% E</p>	<p>Technology Recovery Plan: Responsible for the OIS Technology Recovery Plan (TRP) and managing the effort for updating TRP process and procedures. Collaborates with SMEs in table-top test scenarios related to technology recovery plans and</p>

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	<p>activities. Assists with developing and updating contingency and business resumptions plans and testing, as needed.</p>
<p>10% E</p>	<p>Research Researches and evaluates current and new technology and trends to develop a 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.</p> <p>Maintains and provides high level technical expertise in IT communications, telecom, ITIL, customer service, ticket management, VoIP, service desk, Microsoft Office (O365), network, servers, cloud-technologies (including AWS), internet/web services, lab technologies, help desk, databases, and enterprise architectures to IT workgroups at all levels.</p> <p>Provides innovative ideas to implement IT resources and IT goods to advance the technology available to CARB end users.</p>
<p>5% E</p>	<p>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, 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.</p>
<p>5% M</p>	<p>Other: Provide management backup support for other areas within OIS as needed. Complete special projects and other duties as assigned and/or required.</p>
	<p>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.</p> <p>KNOWLEDGE, SKILLS and ABILITIES: 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:</p> <ul style="list-style-type: none"> ○ Analyze and Formulate policies, procedures, and practices; ○ Interface with business, technical, and policy-administrators personnel and management;

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	<ul style="list-style-type: none">○ Plan, organize, and to provide oversight and leadership to the work of multi-disciplinary professional staff.
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