

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
POSITION DUTY STATEMENT

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM ENTERPRISE INFORMATION SERVICES		POSITION NUMBER (Agency-Unit-Class-Serial) 065-624-1405-918			
DIVISION / UNIT INCARCERATED POPULATION & COMMUNITY SOLUTIONS		CLASSIFICATION TITLE INFORMATION TECHNOLOGY MANAGER			
		WORKING TITLE INFORMATION TECHNOLOGY MANAGER			
		TIME BASE / TENURE FULL TIME/PERM	CBID M01	WWG E	COI Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova, CA		INCUMBENT		EFFECTIVE DATE	
CDCR'S MISSION and VISION					
<p>Vision We enhance public safety and promote successful community reintegration through education, treatment and active participation in rehabilitative and restorative justice programs.</p> <p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p>					
COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION					
The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.					
DIVISION OVERVIEW					
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.					
GENERAL STATEMENT					
Under general direction of the ITM II this position is responsible for the Communication and Applications Support teams within the Incarcerated Population & Community Solutions Section. This unit provides critical communication technology and computer applications to support incarcerated population communications, visitation, and rehabilitative programs critical to the reintegration of CDCR offenders into society.					
INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
X	Business Technology Management		Client Services	X	Information Security Engineering
X	Information Technology Project Management	X	Software Engineering		System Engineering
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.				
45%	<p>DIRECT WORKLOAD THROUGH SUBORDINATE SUPERVISORS AND HIGH-LEVEL PROFESSIONAL AND TECHNICAL STAFF</p> <ul style="list-style-type: none"> • Defines responsibilities, assigns authority and creates staff accountability • Identifies and delegates work to be performed to optimize resources and skill sets • Creates and maintains a working environment that encourages mutual cooperation between users and EIS staff 				

30%	<ul style="list-style-type: none"> • Performs resource management and ensures that resource utilization is tracked, monitored, and managed • Act as a chairperson in multi-agency or multi-division meetings as required • Provide feedback and reports to legislative hearings, committee hearings, executive meetings regarding the project and its status as required <p>PROJECT MANAGEMENT</p> <ul style="list-style-type: none"> • Prioritize work, initiates contact with the appropriate staff and resolves issues • Participates with the team efforts in developing solutions for common business program problems • Monitor the IT Service Management request process, including managing the AUP queue, resolving issues and properly working and assigning • Use the IT Service Management ticketing system to track workload as well as configuration changes or anything else that provides historical documentation • Contributes knowledge to the project areas with the analysis impacts of changes to the SOMS applications components. • Performs escalation process to communicate with management and staff the nature of incoming problems pertaining to critical systems, their status and resolution.
15%	<p>MENTOR AND ACT AS CONSULTANT FOR DEPARTMENT INITIATIVES AFFECTING INSTITUTIONAL TELEPHONY SERVICES, THE DEPARTMENTS' RADIO AND VIDEO COMMUNICATIONS, MANAGED ACCESS SERVICE, AND OTHER ENTERPRISE SECURITY AND INFRASTRUCTURE SERVICES</p> <ul style="list-style-type: none"> • Participate and oversee data communications, directory services, server, and storage standards through effective use of Technical Architect resources • Understand business needs for data communications capacity and coordinate the development of solutions to meet business needs • Sets goals and objectives • Support Enterprise and individual division initiatives that rely on CDCR's enterprise Infrastructure to be successful • Provide consultation and conceptual solutions
10%	<p>EVALUATE STAFF PERFORMANCE AND OUTCOMES</p> <ul style="list-style-type: none"> • Measure and evaluate staff performance according to established criteria • Measure and evaluate projects and assignments according to established criteria • Assess who/what is successful and who/what needs improvement • Initiates corrective action for problem areas.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Manager I level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
-------------------------	----------------------	------

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
---------------------------	------------------------	------

065-624-1405-918

--	--	--