

STATE OF CALIFORNIA DEPARTMENT OF FORESTRY AND FIRE PROTECTION POSITION ESSENTIAL FUNCTIONS DUTIES STATEMENT PO-199 (06/16)		Working Title of Position <u>Chief Operations Manager</u>	
		Division and/or Subdivision <u>Information Technology Services</u>	
INSTRUCTIONS: The Director is required by Government Code Section 19818.12 to report (or to record) "...material changes in the duties of any position in his or her jurisdiction". The Position Essential Functions Duties Statement is used for this purpose. Enter identifying information and effective date at the right. Enter brief description of each of the important duties and responsibilities of the position below. Group related duties in numbered paragraphs and indicate the percentage of total time occupied. Indicate the "essential functions" of the position by placing an asterisk (*) in front of those individual duties you determine to be essential to the job. Discuss the duties with the employee assigned to the position. Both the employee and supervisor sign the document where indicated. The supervisor retains the original document and provides a copy to the employee.		Location of Headquarters <u>West Sacramento</u>	
		Class Title of Position <u>Information Technology Manager II</u>	
		Position Number <u>541-021-1406-001</u>	
		Effective Date <u>August 2023</u>	
Percentage of Time Required	Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.		
30%	<p> Under the administrative direction of the Chief Information Officer (CIO), the Chief Operations Manager is responsible for operational availability, continuity, effectiveness, and efficiency of all production systems. The person in this role will provide leadership and direct teams across multiple disciplines and has full management responsibility for organizing, planning, directing, coordinating, and managing all Information Technology (IT) operations in addition to supervising the Chief of Enterprise Services (Information Technology Manager I [ITM I]), Chief of Telecommunications (ITM I), CAD Contract Project Manager (ITM I) and an Information Technology Specialist III (ITS III). The duties include, but are not limited to:</p> <p> <u>Operational Management</u> *Ensures system availability and operational recovery of systems and networks to meet departmental Service Level Agreements (SLA) standards, and mission critical activities. *Ensures all hardware and software upgrades, security patches and repairs are performed in a timely manner. *Ensures operations, support, development, and infrastructure adhere to California Department of Forestry and Fire Protection (CAL FIRE) best practices and standards. *Ensures support of all CAL FIRE supported IT services including both in house and commercial software applications by prioritizing and promptly addressess operational needs. *Provide leadership and guidance to subordinate supervisors and managers and foster collaboration and build strong relationship with both internal and external business partners and customers.</p> <p> *These are the essential functions for this position. Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of a reasonable accommodation.</p>		
Equal Employment Opportunity (EEO) Statement: All CAL FIRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work related activities, and anytime they represent the department. Additionally, all CAL FIRE employees are responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation.			
Job qualifications and/or conditions of employment: See page 3			
"We have discussed this document in its entirety and understand the duties of this position."			
Employee Signature _____		Supervisor Signature _____	
Date _____		Date _____	
Personnel use only <input type="checkbox"/> Posted to Directory		_____ Initials and date	

Percentage of Time Required

Effective on the date indicated, the employee assigned to the position identified above performs the following duties and responsibilities.

20%

Enterprise Services
*Provides oversight for all CAL FIRE enterprise production infrastructure including but not limited to Computer Aided Dispatch (CAD), critical applications, Azure, M365, networks, server systems. *Works closely with the ITM I on policies, standards and procedures for all CAL FIRE enterprise production systems. *Provides consulting to business units; leadership and direction to IT units, leaders and staff. *Works with peers including but not limited to California Natural Resources Agency (CNRA), California Office of Emergency Services (CalOES), Public Safety Communications Division (PSC), and Department of Water (DWR) in order to provide continuous 24x7 services to CAL FIRE, counties, and partners alike.

20%

Telecommunications
*Oversees Telecommunications (Telecom) statewide. *Provides oversight on Telecom projects, contracts, specifications, budget, and overall plan management. *Oversees the monitoring, analysis, and use of radio frequencies used within California, adjacent states, and Mexico. *Oversees the of radio frequency use and assignments for all authorized Forestry-Conservation agencies within California. *Facilitates communications with the Forestry-Conservation Communications Association to ensure that specific department interests are protected when involving national and local regulatory and policy issues. *Ensures equipment inventory, purchasing, and receiving procedures adhere to CAL FIRE best practices and standards. *Partners with business to improve existing processes and develop new procedures to mature IT services.

15%

Operational Administrative Activities
*Hosts or participates in various committees and groups at the senior management level (One-Star equivalent). *Responsible for internal and external communications of projects and deployed production products. *Maintains online product catalog of products and services. *Act as initial contract for Public Records Act requests and investigations. *Ensures the CIO is kept informed of the various issues and strategies of the units being managed as well as guides the units to maintain operational continuity. *Responsible for signature approval and authority of software and equipment for IT Operations. *Responsible for annual IT Operations inventory and reporting. *Responsible for budget preparation and accurate spending annually.

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Job qualifications and/or conditions of employment: [See page 3](#)

"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____

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Posted to Directory

Initials and Date

Percentage of Time
Required

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10%

Strategy & Planning
*Lead and inspire the multiple across function teams to engage with the business and identify new functionality, develop compelling business cases, prioritize projects, and develop plans that maximize return on investment for the company. *Effectively initiate, plan schedule, control, and bring to closure multiple high priority projects. *In collaboration with program managers, IT Management, senior management, and stakeholders. *Annually review, update IT Strategic Goals and Roadmap. *Submit annual documentation required by State Administrative Manual (SAM) and SIMM (Statewide Information Management Manual). *Working IT and executive leadership to set technical direction and adhere to security protocols in order to support continuous development and innovation that effectively delivers IT products and services.

5%

Other job-related duties as assigned.

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Job qualifications and/or conditions of employment: Will be working at a computer in a cubicle under artificial light. May be required to occasionally bend, stoop, pull and lift and/or transport objects. Some travel (5%) may be required with possible overnight stays. Required to perform periodic off hours support in duty officer capacity. Required to manage 24/7 emergency responses.

"We have discussed this document in its entirety and understand the duties of this position."

Employee Signature
Personnel use only

Date
 Posted to Directory

Supervisor Signature

Date

Initials and Date