

# CALIFORNIA STUDENT AID COMMISSION

## DUTY STATEMENT

### Position Identification:

Employee Name:	Vacant
Classification:	Information Technology Manager I
Working Title:	Chief Technology Officer
Position Number:	270-701-1405-xxx
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	August 14, 2023
Effective Date:	TBD

**Function (Summary of Responsibilities):** Under the general direction of the Chief Information Officer (CIO), of the California Student Aid Commission (CSAC), the Chief Technology Officer serves as the Operations Branch Chief. The Information Technology Manager I (ITM I) is a hands-on technology professional responsible for the direction, oversight, and operation of the Commission's operations' services. Directly and through subordinate resources, the incumbent provides expert consultation on complex, technical Information Technology (IT) related issues and provides leadership and direction to a diverse group of IT professionals and contract staff with different skill sets. The incumbent must promote and maintain a motivated, informed, and collaborative workforce where teamwork is valued and rewarded. Must possess strong communication and customer service skills and work collaboratively with internal program partners, vendor personnel, and external control agencies. The incumbent must have a working knowledge of project management best practices and methodologies as well as project management experience. Experience includes the management of projects, supporting process development and management, estimation techniques, requirements management, system/applications/software analysis and design, testing and implementation. The incumbent supervises technical staff at the senior, staff, and associate specialist levels.

### Reporting Relationships:

Reports directly to the CIO, Information Technology Services Division (ITSD).

### Program Identification:

The CSAC is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The mission of the CSAC is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

## Job-Functions:

Candidates must be able to perform the following essential functions with or without reasonable accommodation.

- 30% Coordinates with internal and external entities to provide enterprise services and resolve issues as required; Oversees all activities associated with Operation services including configuration management, change management, capacity management, performance management, availability management, and service delivery management to ensure enterprise services are available to support the operational needs of the Commission; Reviews recommendations of new technologies, protocols, monitoring, software, hardware, and capacity planning; Participates in architecting and building systems for maximum performance, reliability, scalability and cost control; Participates in information security and application troubleshooting and incident resolution; Oversees server/storage design which includes, but not limited to, virtualization, storage techniques, back-up, operating system management, capacity planning and monitoring and management of these systems. Oversees the provisioning, implantation, operations, and maintenance of systems running on Amazon Web Services, Office 365, SharePoint, ServiceNow, Jira, GitHub etc. Monitors availability, ensures optimization, and controls costs.
  
- 20% Ensures appropriate staff scheduling to provide coverage during normal business hours and on- call support; Communicates job expectations; plans, monitors, and appraises job results; coaches, counsels, and disciplines employees. Identifies training needs and develops training plans to ensure continuous improvement. Develops, coordinates, and enforces systems, policies, procedures, and productivity standards. Ensures that daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the Commission. Directs the work of vendors engaged to provide IT services in support of Commission goals. Validates work performed is within expected outcomes.  
  
Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Commission, the State Contracting Manual and the California Government Code. Ensures that effective representation takes place for the coordination of work processes and projects with other offices and divisions. Fosters an environment of teamwork and collaboration; Recognizes and communicates individual and team accomplishments.
  
- 15% Works closely with the executive sponsor(s), internal business customers, and other CSAC team members to identify and document business needs and processes. Works with CSAC team members and control agencies to produce Feasibility Study Reports, Budget Change Proposals, and contract documents for IT projects.
  
- 10% Remain current on programmatic, research and development, standards and best practices, to ensure continued and consistent assistance to the sponsors and stakeholders; lead and support intra- and inter- department/agency collaboration; coordinate with the management team on prioritizing and directing team resources to provide the highest service levels and customer service. Oversee the program requests for services and advises management on the impact or the potential impact. Ensure project scheduling and management information reports are accurate and timely.
  
- 10% Manages and provides direction to staff regarding all CSAC IT projects. This includes but is not limited to: project management, project planning, schedule management,

assisting in coordinating analysis and design sessions, oversight of testing activities and implementation. Manages and provides direction to project team leads. Assists in facilitating the allocation and coordination of IT project resources, and addresses resource needs as required. Responsible for communicating IT Project information such as: status, tasks, risks, and schedule information to the CSAC Executive Management Team. Member of management team responsible for review and approval of IT project deliverables and acceptance of final IT project deliverable. Responsible for reporting IT project information to the legislature and State control agencies. Manages the quality assurance for IT projects to ensure that program staff is integrated in the IT project lifecycle as well as acceptance testing.

10% Responsible for management and supervision of IT supervisors and staff. Assists managers/supervisors with staff management and development. Assists in and provides guidance regarding the allocation of evaluating resources and training needs. Establishes performance standards and expectations. Responsible for conducting probationary reviews, annual Performance Appraisal Summaries, Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to enhance personnel growth for subordinate supervisors/managers and staff as needed and appropriate. Assists managers/supervisors in establishing reasonable assignment deadlines and workload monitoring. Responsible for assigning workload to subordinate supervisors/managers, establishing reasonable assignment deadlines and monitors' progress. Provides advice and consultation to subordinate supervisors/managers and as needed to staff on the most difficult and sensitive work issues. Serves as the back-up to the CIO.

### **Non-Essential Functions**

5% Other duties deemed appropriate for this classification as directed by the CIO.

### **Americans with Disabilities Act (ADA) Requirement**

Alternatives will be provided for those who are unable to perform the essential functions of the job due to a disability covered under the ADA.

### **Physical Requirements:**

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. these job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.

### **Working Conditions:**

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site locations.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on the CSAC's current telework policy. While the CSAC supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises, as determined by the Department. The selected candidate may be required to conduct

business travel on behalf of the Department or commute to the headquartered location. Business travel reimbursements considers an employee's designated Headquarters Location, primary residence, and may be subject to California Department of Human Resources regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

**Attendance:**

Must maintain regular and acceptable attendance.

**Signature:**

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this duty statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the California Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

\_\_\_\_\_  
Employee Signature                      Date

\_\_\_\_\_  
Supervisor Signature                      Date

\*Duties of this position are subject to change and may be revised as needed or required.