

**DUTY STATEMENT**

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Information Technology Section/041		DIVISION Information Management Division/040			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Manager II		BARGAINING UNIT M01	TENURE Permanent	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-041-1406-001		CURRENT DATE 08/24/2023			
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
APPROVED BY				DATE	

**FUNCTION OF POSITION**  
Under the administrative direction of the Assistant Chief of Information Management Division, the Information Technology Manager II is responsible for commanding the Information Technology Section (ITS). The incumbent has full management responsibility for the planning, organizing, directing, and coordination of critical and often highly sensitive information technology projects, infrastructure, and applications that support the California Highway Patrol (CHP) mission. The incumbent works closely and cooperatively with the Chief Information Officer and Commander of Technology Infrastructure Section (TIS) to execute the IT strategic plans and roadmaps to support the Department's business needs. As the commander of ITS, the Information Technology Manager (ITM) II has full management responsibility of three groups including Software Development Group, Technical Services Group, and Project Management Group, comprising of more than 80 staff members, who support a large, highly complex information technology organization charged with the development, maintenance, and support of critical and sensitive intra- and inter-departmental projects for the Department.

**SUPERVISION RECEIVED**  
The Information Technology Manager II reports directly to and receives the majority of their assignments from the Assistant Chief of Information Management Division. However, direction and assignments may also come from the Chief of Information Management Division.

**SUPERVISION EXERCISED**  
The Information Technology Manager II provides direction to three Information Technology Manager I's and direction to one Associate Governmental Program Analyst .

**WORKING CONDITIONS**

**SPECIAL PERSONAL CHARACTERISTICS**

<b>PERCENTAGE OF TIME PERFORMING DUTIES</b>	<b>Essential Functions</b>
25%	Business Technology Management: Provide direct supervision to an Associate Governmental Program Analyst (AGPA and three Information Technology Manager I's who oversee Software Development Group, Technical Services Group and the Project Management Group. The incumbent provides direct, hands-on management supporting the large, highly complex information technology foundation for the California Highway Patrol. Formulate, analyze, and make recommendations on the impact of legislation and plan for its implementation under the direction of the State, Department and other applicable government policies and regulations. Facilitate IT strategic planning sessions and workshops. Perform vendor management to ensure the delivery of IT goods and services using applicable verification techniques in accordance with Contract terms, conditions, and requirement. Provide oversight in vendor/product solution, evaluation, selection, and contract management to ensure the terms and conditions are met. Review and approve procurement requests to acquire IT related goods and services. Provide technology procurement oversight to verify compliance with IT policies and standards in compliance with State and Department rules and regulations. Contribute as a key stakeholder in the development, administration, and execution of Technology Recovery Plans to protect Department resources and continue to provide critical IT services in the event of a disaster in compliance with laws and policies. Analyze compliance reviews performed by external entities to ensure adherence to State regulations and Department policies and procedures. Manage the Department's software licensing requirements through continued education, budgeting and procurements and maintenance contracts. Ensure ITS follows established change control and ITGB processes and procedures. Define annual budgetary needs and make decisions on budget estimates. Develop and submit budget change proposals associated with planned projects. Responsible for planning, allocating and controlling the Division budget line items assigned to ITS. Responsible for seeking grant funding to achieve departmental IT objectives.

**DUTY STATEMENT**

CHP 129 (Rev. 5-19) OPI 097

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20%	<p>Information Technology Project Management: Provide direct supervision to the ITM I over the Project Management group. Direct, plan, schedule, and prioritize the IT projects/workload by setting goals and objectives for the project teams; develop programs to achieve those objectives; monitor and control projects in accordance with established plans and schedules. Maintain a working relationship with key control agencies holding delegated authority for IT projects, including but not limited to the Department of Finance, Department of General Services, Department of Technology, and Department of Motor Vehicles. Advise top management regarding the progress and direction of IT projects. Frequently represents ITS and the Department before groups seeking information about policies and procedures. Guide the development and explanation of plans and artifacts to obtain internal and external project approval. Manage project risk analysis and document lessons learned and improvements. Manage IT project milestones and deliverables to ensure project deliverables are on time, within budget, and at the required level of quality. Develop and sustain cooperative working relationships with executives, project stakeholders and business units through all project phases. Meet regularly with project teams, project sponsors, project steering committees, IT governance committees, Executive Management, control agencies, and other external stakeholders to review project progress. Discuss outstanding project issues and mitigation strategies and communicate upcoming project activities. Monitor the progress of projects and adjust as necessary to ensure successful completion. Identify the resources (time, money, equipment, staffing, etc.) required to complete projects. Conduct presentations or briefings on aspects of the project(s) to the executive team.</p>
20%	<p>Business Management: The commander serves as a leader and role model for subordinates, support personnel, allied agencies, stakeholders, and the public. They are responsible for the operation of ITS to include completion of all required Department reporting, policies, and procedures. Interpret, coordinate, and implement policies and procedures and communicate them regularly to staff. Manage and coordinate administrative functions including purchasing, budgeting, accounting, facilities, business services, Human Resources etc. The incumbent will provide oversight of personnel management and administrative responsibilities: evaluate direct reports on completion of their administrative responsibilities; evaluate and document performance, complete probationary reports on a timely basis, and other performance management activities including adherence to the Department's progressive discipline policy including taking corrective or disciplinary action as necessary; ensure management makes informed and defensible personnel management decisions in accordance with Department policies, personnel-related laws, civil service rules, and collective bargaining agreements: effectively contribute to the Department's equal employment opportunity objectives. Oversee position management activities and management of vacancies; ensure the managers are doing their part to facilitate communication throughout ITS and with Division, ensure the appropriate measures are taken when issues and problems arise in the administrative arena. Provide open and complete communication among organizational units; develop and maintain valid staff selection and performance evaluation criteria; inspire, encourage, and compel employees to perform at peak levels. Responsible for succession planning for the ITS.</p>
10%	<p>Client Services: Develop, establish, and implement procedures pertinent to all facets and functions of ITS. Oversee and promote client-based services to end-users, such as troubleshooting system problems, responding to questions, and addressing issues in a timely manner. In conjunction with subordinate managers/supervisors decide program priorities and ensure the highest quality of work products. Identify and delegate the work to be performed; define and establish responsibilities; delegate authority and create staff accountability. Serve as an additional level tier support decision-making manager which requires troubleshooting complex issues and providing recommendations and alternative solutions. Maintain a working environment that encourages mutual cooperation between the customers and ITS.</p>
10%	<p>Information Security Engineering: Direct and manage the development, testing, and implementation of enterprise architecture, IT systems, security plans, and procedures. Oversee the planning, development, and documentation of testing and assessment policies, requirements, methodologies, and frequencies. Oversee the development of asset management security controls throughout the life-cycle for information assets. Contribute to the development and maintenance of the technology recovery plan, including preliminary planning, business impact analysis, alternate site selection, recovery strategies, training, and exercises to work within the overall Business Continuity Plan. Oversee the development and submission of required SIMM documents including but not limited to IT Cost Report, Software Management Policy Annual Statement of Compliance, Website Accessibility and Organizational Charts. Review and disseminate security related intelligence. Coordinate with the Information Security Officer (ISO).</p>
10%	<p>Software Engineering: Manage the development and implementation of IT systems by making sound judgments and decisions in support of departmental IT interests. Manage the development, review, and analysis of performance report metrics to optimize applications, web-based and cloud-based services. Consult with stakeholders to identify best practices and recommend hardware, software, and technology business requirements. Coordinate with the commander of TIS and the ISO regarding system architecture as it relates to application and database design, development, testing, implementation, and</p>

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maintenance. Manage the design, development and implementation of enterprise systems and applications over their life-cycle. Guide and direct various teams in gathering project requirements for enterprise application and systems.

**Non-Essential Functions**

5% Other duties, within the scope of the classification, as assigned.

**TOTAL** 100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE