



# Duty Statement

Classification: **Information Technology Manager I**

Position Number: **275-811-1405-002**

HCM#: **3773**

**JC-391766**

Branch/Section: **Information Technology Services Branch/ Enterprise Solutions Development Division/ Business Application Support Services/ Investment Technology Support**

Location: **Sacramento, CA**

**Telework: Office-centered**

Working Title: **Investment Technology Support, Manager** Effective Date: **August 25, 2023**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised:  **Yes**  **No**

Information Technology Service Branch (ITSB) provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development staff, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability in support of all of the CalPERS strategic business objectives.

The Enterprise Solutions Development Division (ESDD) provides the infrastructure and application services for most of the business functions within CalPERS and its eight Regional Offices. The ESDD collaborates with other divisions to meet the business needs by providing quality, innovative and sustainable services for business continuity. The Business Application Support Services (BASS) section within ESDD is responsible for the business application architecture, design, development, testing, enhancement, and maintenance of commercial off-the-shelf (COTS), modified-off-the-shelf (MOTS) and custom applications and databases to mission critical systems across the CalPERS.

Under general direction of the Section Chief, BASS, the Information Technology Manager I (ITM I) is responsible for supervising, managing, organizing, and directing technical staff within the Investment Technology Support team. This organization is responsible for developing, implementing and maintaining application modifications, configurations and enhancements to meet the business needs of the customers. The ITM I position works primarily in the System Engineering domain.

## Essential Functions

45% Onsite and virtually, ensure Service Level Agreements (SLA's) are appropriately defined, documented, achieved, and communicated to serve enterprise customer needs. Maintains an overview of the Information Technology Services Branch and Investment Technology Support Services. Provides summarized status and performance reporting on team efforts to CalPERS management on a regular basis. Develops team strategy and goals based on input from Division Managers, Information Technology (IT) Managers, and key business and IT stakeholders. Provides senior advisory support to ITSB Senior Leadership as required. Establishes goals and annual objectives to accomplish the CalPERS system-wide mission and goals. Prepares annual budgetary staffing requirements and budget. Manages various vendor contracts. Oversees relevant projects pertaining to Investment applications. Participates in the development of an IT strategic and tactical plans that can be used for developing IT strategy and solutions that service business needs. Collect and compile Investment Technology business requirements and identify IT solutions. Responsible for hiring, developing and training a competent professional staff that assures an adequate level of specialized technical expertise to support current and future CalPERS information technology needs. Responsible for obtaining outsourced resources to augment resource demands and to provide specialized expertise as needed.

35% Onsite and virtually, ensures that CalPERS IT methodologies and standards are known and incorporated in daily work, and that new standards are developed in coordination with other CalPERS functions and industry trends/practices. Accomplishes team goals by maintaining open communication and collaboration with CalPERS

IT Program and Support Divisions. Ensures organizational policies and procedures are followed. Monitors progress on assignments and takes appropriate action to ensure timely and successful completion. Tracks and reports status of high priority section level issues and risks across all customer service efforts. Attends as a participant and facilitates meetings as needed.

- 15% Onsite and virtually, assists in hiring, developing, and retaining a competent and professional staff that assures an adequate level of specialized analytical and technical expertise to support current and future CalPERS' needs; responsible for outlining performance expectations. Communicates ITSB, Division, team priorities and objectives to staff and facilitates feedback from staff. Ensures organizational policies and procedures are followed. Establishes work assignments, provides direction, and evaluates work quality and customer satisfaction. Creates and maintains a working environment that fosters skill development in team members, discovers and utilizes training opportunities, and provides developmental or corrective training as required. Ensures that an analytical and technical training program is developed, maintained, and executed. Monitors progress on assignments and takes appropriate action to ensure timely and successful completion. Motivates staff to achieve and sustain high performance; establishes and maintains proper staff recognition mechanisms. Work closely with Investment Leadership and various Investment team members.
- 5% Onsite and virtually participate in ad hoc committees, meetings and projects as required to represent the Investment Technology Support Services and provide input such as resource estimates, impact to operations, product reviews or other relevant information.

## Working Conditions

- <sup>1</sup>This position is designated as office-centered and works primarily onsite at the Sacramento, CA Headquarters at least three weekdays
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair
- Prolonged reading and typing on a laptop or keyboard and monitor

## Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

**Employee Name (Print):**

**Employee Signature:** \_\_\_\_\_

**Date:**

I certify that the above accurately represent the duties of the position.

**Supervisor Signature:** \_\_\_\_\_

**Date:**