

DUTY STATEMENT

CLASSIFICATION TITLE Information Technology Manager I (ITM I)	DISTRICT/DIVISION/OFFICE Office of Traffic Safety	
WORKING TITLE Deputy Director, Information Technology Division	POSITION NUMBER 703-006-1405-001	EFFECTIVE DATE 08/01/2023

As a valued member of the California Office of Traffic Safety, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT:

Under the general direction of the Director of the Office of Traffic Safety (OTS), the Deputy Director of the Information Technology Division serves as the Chief Information Officer (CIO) and is responsible for planning, organizing, and directing all digital services activities for the statewide traffic safety program. The Information Technology Division (ITD) is the internal technology service organization that provides information processing support to the OTS. The mission of the ITD is to assist business operations in achieving their program objectives through the efficient and effective delivery of quality information technology products and services.

CORE COMPETENCIES SUMMARY:

As a ITM I the incumbent is expected to develop the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, and Goals.

- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Organizational Excellence - Commitment, Teamwork)
- **Ethics and Integrity:** Demonstrated concern to be perceived as responsible, reliable, and trustworthy. Respects the confidentiality of information or concern shared by others. Honest and forthright. Conforms to accepted standards of conduct. (Stewardship and Efficiency - Integrity, Commitment)

CORE COMPETENCIES (continued):

- **Fostering Teamwork:** Interest, skill, and success in getting people to work together cooperatively. Gives honest and constructive feedback, reinforces team member contributions, and enlists active participation of team members. (System Performance, Organizational Excellence - Commitment, Teamwork, Innovation)
- **Interpersonal Effectiveness:** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Stewardship and Efficiency, System Performance, Organizational Excellence - Integrity, Teamwork)
- **Organizational Awareness:** Contributes to the organization by understanding and aligning actions with the organization's strategic plan, including the mission, vision, goals, core functions, and values. (Organizational Excellence - Commitment)
- **Planning and Results Oriented:** Organizes and executes work to meet organizational goals and objectives while meeting quality standards, following organizational processes, and demonstrating continuous commitment. (Stewardship and Efficiency, System Performance, Organizational Excellence - Commitment, Innovation)
- **Workforce Management:** Hires and retains appropriate staff. Conducts workforce and succession planning. Provides feedback on performance. Addresses employee issues in a timely manner. (Organizational Excellence - Integrity, Commitment).

TYPICAL DUTIES: The responsibilities include, but are not limited to:

Essential Functions: Core duties of the position that cannot be reassigned.

Marginal Functions: Minor tasks of the position that can be assigned to others.

Percentage and Job Duties

40% IT Division Management (E) - Serves as the departments' Chief Information Officer. Performs the full breadth of administrative functions to ensure the efficient and effective management of Information Technology Division staff and resources. Oversees the planning, organizing, directing, and managing of activities and resources in the IT Division. Responsible for operational processes and policies in compliance with the California Technology Agency. Functions as the technical expert on the most complex and technically advance applications, systems, and problems. Plans and coordinates the implementation of new application development technologies and improvements.

Provides technical advice to OTS management on a variety of IT matters; collaborates with end users on the implement of applications and systems to improve the efficiency and effectiveness of program operations. Manages IT expenditures against budget allocations and develops the justifications needed for increases in current or future budget years. Participates in preparing budget documents, including Project Approval Lifecycle (PAL) and Budget Change Proposals (BCP).

25% Supervising Staff (E) - Provides the full range of management responsibilities for the staff of ITD, including planning, directing, and controlling work activities and priorities. This includes hiring, coaching, mentoring, and developing staff, measuring staff performance, and succession planning. Leads and directs staff in activities related to the development and maintenance of applications and systems. In addition, the incumbent coordinates interfaces with other State agencies, as needed.

15% Strategic Planning (E) - Facilitates IT strategic planning and sessions. Promotes the department's strategic plans with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost effective IT services, and solutions for business partners. Formulates, reviews, analyzes, and provides guidance on legislative bill analysis and evaluates impact to systems and resources. Advises and provides recommendation to program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements.

15% Communication and Working Relationships (E) - Develops and maintains effective communication and working relationships within the department, government entities, commercial organizations, and outside stakeholders. Assumes required public contact with groups, vendors, and individuals. Represents the department and communications at meetings and conference.

5% Miscellaneous (M) - Performs other job-related duties as required.

Percentage and Job Duties (continued):

SUPERVISION EXERCISED OVER OTHERS

The ITM I manages staff that include the classifications of IT Associate, IT Specialist I, and IT Specialist II. Provides general administrative direction concerning assignments. Demonstrates leadership in identifying new issues, techniques, and opportunities. Demonstrates project leadership. Manages the most sensitive issues.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

Proficient managerial or supervisory skills. Experience in effectively planning, organizing, directing, delegating, and supervising complex work of a multidisciplinary staff. Experience with contract/vendor management. Experience in project management and SDLC methodologies. Positive attitude and highly motivated. Experience delivering services with a focus on excellent customer service. Ability to analyze information and made decisions in a competent and timely manner. Ability to communicate effectively verbally and in writing, to draft reports, develop and present presentations as required. Ability to organize workload to accommodate changing priorities and effectively manage multiple assignments concurrently. Possesses effective interpersonal and leadership qualities with the ability to build valuable internal and external relationships with a wide variety of people.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The daily decisions which are made by the incumbent are significant in that they affect multiple units within the office, as well as other state departments. Error or delay in decisions by the incumbent could result in work delays, both within the office and for outside agencies. Errors in judgment could lead to systems failures and even security breaches. Inappropriate decisions could result in lawsuits against the State, embarrassment, and poor public image of OTS.

PUBLIC AND INTERNAL CONTACTS

Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, email, in person, and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight, and lead individuals or groups. Interactions may be general, confidential, sensitive or informative in nature.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Must be able to supervise and communicate effectively with varying levels of subordinates and handle personnel issues involving employees with a variety of individual personality traits. Must be able to encourage and motivate employees and to take disciplinary action when necessary.

Must be able to function effectively in a work environment with continually changing priorities and take action independently and make critical decisions to ensure the completion of work to meet critical timelines and due dates.

WORK ENVIRONMENT

The work environment is fast-paced and requires considerable flexibility in managing time, priorities, and assignments. The incumbent will be required to travel to stakeholder offices and other meeting facilities. While at base operation, employees will work in a climate-controlled office between 64 and 84 degrees under artificial lighting.

I have read, understand, and can perform the duties listed above. If you believe you may require accommodation, please discuss this with the hiring supervisor.

Employee Name

Employee Signature

Date

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

Supervisor Name

Supervisor Signature

Date