

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)

23-110

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 10/10/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Stakeholder Relations Manager
F. CURRENT POSITION NUMBER 695-340-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-XXX-1405-XXX
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Governmental Affairs/Communications & Stakeholder Relations		I. SUPERVISOR NAME AND CLASSIFICATION Monica Hernandez, Deputy Director of Communications and Stakeholder Relations
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY -FRIDAY / 8:00 AM – 5:00 PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the general direction of the Deputy Director of Communications and Stakeholder Relations, the Information Technology Manager I (IT Mgr I) oversees the Stakeholder Relations program, providing leadership, supervision, guidance, mentorship, and support to California Department of Technology's (CDT) statewide technical service offerings, technology projects, and other high priority technology initiatives. The incumbent demonstrates a strong knowledge of technology standards, industry trends, and best practices. The incumbent will develop effective strategies for engaging CDT stakeholders, including customers, advocates, lobbyists, vendors, state and local information officers, and other government officials.</p>
<p>% of time performing duties</p> <p>45%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <ul style="list-style-type: none"> • Oversee various technology related projects that may require confidentiality, technical research, analysis, and compilation of data into high-level reports in response to requests by the CDT Directorate, executive staff, or other personnel. • Manage research regarding technology topics for stakeholder communications, education, marketing, and awareness. • Create outreach and engagement strategies related to new and existing technology initiatives. • Draft formal responses to stakeholder inquiries by partnering with various CDT programs, Legislative Affairs, Legal, Policy, and Communication offices. • Collaborate with internal and external stakeholders on developing technology and project related marketing materials and talking points before important CDT meetings, forums, and meetings. • Design and implement mechanisms to gather feedback from stakeholders related to the CDT's technology service offerings, initiatives, policies, projects, and programs. • Assist team with planning, developing, designing, and implementing technology solutions to identified issues. • Convene regular meetings with CDT's Stakeholder Relations team to discuss strategic direction, technical services, projects, and other related matters. • Collaborate with internal CDT programs such as the Legislative Affairs Office, Middle Mile Broadband Initiative, Office of Broadband and Digital Literacy, and Customer Engagement Services.

% of time performing duties

30%

Leadership/Management

- Advise the Deputy Director of Communications and Stakeholder Relations of forums and activities that further the education and informational needs of stakeholders.
- Prepare written documents to provide technical information, recommendations, and/or direction to the Communications and Stakeholder Relations team.
- Oversee the development and maintenance of a database of top stakeholder leaders and other senior contacts.
- Oversee the development and maintenance of a Customer Relationship Management system used for stakeholder profiles, including detailed information on issues, new developments, projects, and processes to improve awareness and communications.
- Collaborate with CDT staff on process and service improvements and communicate collaborative efforts.
- Assist with various complex technology projects and participate in working groups as assigned.
- Implement workforce recruitment, retention, and development strategies for the Stakeholder Relations team.

20%

Supervision

- Perform day-to-day management activities for the Office including performance monitoring.
- Develop plans to accomplish office goals and objectives in accordance with organizational mission and strategic plan, support and advocate management's philosophy, policies, and procedures.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with CDT and State policies, personnel-related laws, and rules; established CDT administrative processes and procedures; and collective bargaining agreements.
- Ensure staff comply with all CDT policies, office standard operating procedures, and department and agency protocols.
- Encourage unit team building; facilitate cross-training and promote continuous improvement of processes. Implement motivation techniques, promote training, and create a positive climate for change.
- Foster methods of creative decision-making and problem-solving and provide continuous direction and feedback to unit supervisors and office.
- Set performance expectations for Stakeholder Relations staff and review their work to determine if expectations are met. Provide constructive input as needed.
- Ensure staff complete the tasks outlined in their duty statements.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Maintain a current knowledge of technology trends, standards, and best practices.
- Other related duties.

Work Environment Requirements

- May be required to report to a CDT office or other location based on management direction.
- Carry a mobile device during working hours and off-shift for special assignments, and work evenings and weekends as required to complete assignments.
- Use a laptop computer at meetings and other events; use desktop virtualization software from off-site locations; access various CDT applications or systems for information and data analysis; and use instant messaging and other IT tools to enhance communication.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

Under the general direction of the Deputy Director of Communications and Stakeholder Relations, the IT Mgr I will oversee the activities of the Stakeholder Relations team and provide leadership, supervision, guidance, mentorship, and support.

Actions and Consequences:

Decisions and recommendations made by the IT Mgr I could have a serious and significant impact on CDT projects and initiatives. The consequence of poor decision, judgment, or advice, or inadequate research may have a negative or serious impact on CDT and its services.

Personal Contacts:

The IT Mgr I contact will include CDT executive and senior staff, state entities, and various stakeholder groups, including vendors, state and local government representatives, and other senior decision-makers.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

The IT Mgr I is responsible for developing and monitoring program goals and objectives.

Supervision Exercised:

The IT Mgr I is responsible for developing and leading the Stakeholder Relations team.

Other Information

Desirable Qualifications: (List in order of importance.)

- Experience supervising technology related programs and/or teams.
- Strong business and political acumen.
- Strong communication and presentation skills.
- Strong knowledge of a wide range of IT subjects, industry trends, principles, and best practices.
- Awareness of political and business processes and sensitivities.
- Ability to develop positive working relationships with and provide leadership to all levels of State staff and external stakeholders.
- Understanding of technology industry trends, the State IT Strategic Plan, CDT shared services, and emerging technologies that might enhance CDT's ability to meet future needs.
- Knowledge of change management processes, performance measurement methods, and statewide protocols and procedures.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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