EDD **Employment Development Department**
State of California

☒ Current
☐ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

Civil Service Classification	Working Title
Information Technology Manager I	Distributed Applications and WSB Support Manager
Name of Incumbent	Position Number
	280-349-1405-002
Section/Unit	Supervisor's Name
Distributed Applications and WSB Support Section	
Division	Supervisor's Classification
Product Development Division	Information Technology Manager II
Branch	Duties Based on:
Information Technology Branch	☒ Full Time ☐ Part Time - Fraction *Click here to enter text.*
	Revision Date
	2/14/2019

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements *(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)*

Click here to enter text.

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement (Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management   ☐ IT Project Management   ☐ Client Services

☐ Information Security Engineering   ☒ Software Engineering   ☐ System Engineering

Under the general direction of the Information Technology (IT) Manager II, the incumbent provides the leadership, direction, and coordination of work activities and resources for the Distributed Applications (DA) and Workforce Services Branch (WSB) Support section. This section provides enterprise operational support for application development and enhancements to current Employment Development Department (EDD) systems. This section also provides maintenance/operational support for the various Workforce Services and Labor Market Information Division (LMID) applications.

The incumbent provides leadership to the section as the applications maintained by DA and WSB Support groups are continuously enhanced to provide better and more efficient services. The incumbent works closely with various program areas to understand their business needs and collaborates with various IT cross-functional teams to implement those business requirements. The

incumbent plays a pivotal role in transitioning system technical knowledge from vendor to state resources and works with stakeholders to identify the tasks and timelines necessary to deliver EDD required products.

The incumbent contributes toward the growth of the Information Technology Branch into a customer focused service organization by following Branch cultural principles and providing constructive feedback to others within the Branch regarding the application of those principles.

3. DUTIES AND RESPONSIBILITIES OF POSITION *(continued)*

Percentage of Duties	Essential Functions
40%	Sets goals and expectations for the entire DA and WSB section, encourages leadership and initiative at all levels, and evaluate alternatives for resolving problems. Manages the daily maintenance and operational activities of various applications handled by this section. Ensures that project, department milestones and goals are met and adhering to approved budgets. Oversees and coordinates the people, resources and processes required to deliver new software or upgrade to existing products. Directs staff in the development, documentation, and maintenance for the IT applications, as well as other EDD enterprise applications development, in accordance with the System Development Life Cycle (SDLC) and accepted/approved best practices and principles to solve and/or recommend automated solutions to the most complex business problems. Provides decision makers with factual information on risk; proposes methods to mitigate risk, and clearly explain issues that impact the work efforts.
35%	Works closely with cross-functional application development and testing teams to make sure the product deliverables are of the highest quality. Understands how to adapt software development priorities to match the business goals. Provides direction and support to establish processes, procedures, and partnerships that foster quality services delivery to the customer organization. Establishes and maintains good communications with management, staff, and customers. Plans, coordinates, and directs the activities of staff members. Presents ideas and information effectively, both orally and in writing; consults with and advises administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language. Gains and maintains the confidence and cooperation of others.
10%	Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manages administrative activities for groups' staffing and budgeting. Plans groups' workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
10%	Establishes and maintains good communications with control agencies such as California Department of Technology, vendors, and the various other groups within EDD. Works closely with the project management office to ensure that the projects are completed on-time and within budget. Works with the business owners on planning and preparing for new projects. Creates project plans, schedule/cost variance and progress reports to share with executives and customers. Conduct regular team meetings to review progress and to identify potential obstacles to completion of projects. Monitors quality to ensure that products meet their technical and business objectives

Percentage of Duties	Marginal Functions

5%   Performs other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Infrequent (7-12%)	Sitting:	Frequent (51-75%)
Walking:	Occasional (13-25%)	Temperature: Environment	Temperature Controlled Office
Lighting:	Artifical Lighting	Pushing/Pulling:	Not Applicable
Lifting:	Not Applicable	Bending/Stooping:	Not Applicable
Other:	*Click here to enter text.*		

Type of Environment: a. Cubicle   b. Select   c. Select   d. Select

Interaction with Public: a. N/A   b. Select   c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Staff Services Manager I; Indirectly – 5 SSAs / AGPAs)*

Directly – 2 Information Technology Supervisor II, 2 IT Specialist II's
Indirect – 14 IT Specialist I, 6 IT Associate

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.
Employee's Name (Print)

_____
Employee's Signature   Date

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.
Supervisor's Name (Print)

_____
Supervisor's Signature   Date

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines.	PMG Analyst initials	Date approved
	dmg	11/1/2023

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

*   If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:

Click here to enter text.

**   AFTER SIGNATURES ARE OBTAINED:
- **SEND A COPY OF POSITION STATEMENT TO HRSD (VIA YOUR ATTENDANCE CLERK) TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **FILE ORIGINAL IN THE SUPERVISOR'S DROP FILE**
- **PROVIDE A COPY TO THE EMPLOYEE**