

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1 & Non-Represented

EMPLOYEE	CLASSIFICATION/WORKING TITLE: Information Technology Manager I	HEADQUARTERS: PSC Campus
PROGRAM/UNIT: Logistics Management / Public Safety Communications / 9-1-1 Emergency Communications / 9-1-1 Program Management	POSITION NUMBER: 163-736-1405-904 / CN 51310	CBID: M01
TENURE: Limited Term	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	ALT. RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input type="checkbox"/> 12 Mos. <input checked="" type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: CEA, 9-1-1 Emergency Communications	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
1. SUPERVISION RECEIVED: The Information Technology (IT) Manager I receives general direction from the CEA B, 9-1-1 Emergency Communications Branch.		
2. SUPERVISION EXERCISED: The IT Manager I directly oversee the work of all Project Managers, and Analytical staff within the 9-1-1 Program Management Division		
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES) <ul style="list-style-type: none"> • Function effectively in a demanding, fast-paced environment. • Daily use a personal computer and related software applications at a workstation. • Occasional travel throughout the State of California. 		
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): The IT Manager I will have direct contact with all levels of Cal OES staff, suppliers, directors, and administrators of state agencies as well as the Legislature, Control Agencies, State and Local Public Safety Agencies, Public Safety Answering Point (PSAP) representatives, Next Gen 9-1-1 service providers, telecommunication service providers, GIS representatives, Federal Agency representatives, public, and the private sector.		
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): <ul style="list-style-type: none"> • If the duties of the IT Manager I are not performed expeditiously with expertise, it will result in an inability for Cal OES to deploy, implement, and maintain the Next Generation 9-1-1 system as set forth in the Warren 9-1-1 Emergency Assistance Act • Will not meet federal grant project compliance, reporting requirements, critical milestones, deliverables, and schedule timelines. • Failure to respond quickly to outages and provide 9-1-1 access to emergency services may cause significant delays in the call delivery to local PSAPs. 		

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease:

When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training, and exercises.

The incumbent needs to work effectively and cooperatively under stressful conditions and under the pressure of short leave time. The incumbent may be required to work weekends, holidays, extended, and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment, it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby, or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by California Governor's Office of Emergency Services (Cal OES) Cal OES's management (including contact from the State of California Warning Center), and report to work in a fit and able condition, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under general direction, the Information Technology Manager I is responsible for managing the Program Management Division. Directly and through subordinate supervisors directs and oversees the work of the program management staff, managing the portfolio of projects, serves as business manager for the 9-1-1 Branch and is responsible to advise the 9-1-1 Branch Manager on all matters relative to program management of the 9-1-1 Branch that includes almost \$1 billion in contracts related to 9-1-1 and 9-8-8. The IT Manager I is responsible for overseeing the PSAP customer experience, PSAP compliance and advisory tasks, and the 9-1-1 reconciliation process.

The incumbent is responsible for establishing and administering the policies, processes, and procedures that are used to deliver and manage the 9-1-1 and 9-8-8 systems. Many of these policies are undefined and require an understanding and application of innovative technical solutions. It is critical that the incumbent be able to maintain a high level of professionalism, diplomacy, and tact as this position must be able to successfully communicate with individuals as well as the Legislature, Control Agencies, State and Local Public Safety Agencies, Long Range Planning Committee (LRPC), and the 9-1-1 Advisory Board, 9-8-8 Technical Advisory Board, and the program management functions that support the Next Generation 9-1-1 system. All IT Series positions and duties are reviewed by the Cal OES CIO to ensure compliance with State Administrative Manual (SAM) and Government Code.

Percent of Time	ESSENTIAL FUNCTIONS
30%	<p>(E) Project and Portfolio Management</p> <ul style="list-style-type: none"> • Ensure that projects receive the appropriate level of project management and are planned, budgeted, and managed in accordance with industry standards and best practices • Directs the Program Managers and Project Management staff in project planning, initiation, and execution to ensure projects align with contracts and budgetary constraints • Make recommendations to executives on decisions for projects related to 9-1-1 and 9-8-8 • Performs resource utilization tracking and monitoring to ensure effective use • Sets performance standards, seeks ways and means for productivity improvement, verifies milestone achievements, validates quality of deliverables against standards • Review and make decisions on complex operational problems to provide guidance on project management related service issues • Responsible for Risk Management functions including risk planning, identification, qualitative and quantitative risk analysis, response planning, and risk monitoring. • Capture, document, and share project lessons learned • Track and enforce Service Level Agreements
30%	<p>(E) 9-1-1 and 9-8-8 Client Services Performance Management</p> <ul style="list-style-type: none"> • Serve as liaison to PSAPS and Mental Health Crisis Centers to address 9-1-1 and 9-8-8 client services needs • Facilitate requirements gathering and product feedback sessions between technical staff and customers to determine and document needs of the customer • Monitor and Review schedules, and evaluate effectiveness of on-site reviews and the impact on other assigned projects and tasks • Provide management oversight and ensure the work of contracted consultants to develop technical requirements for various projects in accordance with policies and procedures outlined in the 9-1-1 Manual for 9-1-1 and 9-8-8 client services. • Evaluate project tasks and deliverables for clarity and compliance with contract; redirect or refocus consultants as appropriate; meet regularly with consultants to refine content of deliverables or clarify project expectations; review invoices and authorize payments • Review 9-1-1 and 9-8-8 system reports and communicate system status updates concerning, maintenance, outages, network performance • Work with technical staff to implement, provide quality assurance and participate in regular service level performance management of the system • Initiate, build and maintain professional relationships with peer-level communication systems to explore and establish reciprocal system interconnection • Conduct outreach by developing and presenting briefings at conferences, committees, user groups, and staff meetings • Develop and implement an effective strategy that informs end users about 9-1-1 and 9-8-8 client service features and identify enhancements • Develop customer surveys and review feedback to improve customer satisfaction and the services, tools, and support experience • Perform regular audits measuring performance and compliance of customer communications

15%	<p>(E) System Strategy, Policy, and Procedure Development</p> <ul style="list-style-type: none"> • Formulate, analyze, and make recommendations on the impact of legislation and plan for its implementation under the direction of State, departmental and other applicable government policies, and regulations. • Develop 9-1-1 and 9-8-8 strategic plans, goals, and initiatives • Responsible for establishing and overseeing the system governance and business function policy development • Maintain a centralized database of system resources, keys, assets, and inventory of approved subscribers • Lead representative and advisor to executive management concerning project issues, risks, and recommendations • Develop and implement processes that maximize performance and ensure services provided align with Warren 9-1-1 Emergency Assistance Act and the Miles Hall Lifeline Act • Develop system strategy and product roadmap for expansion and operational effectiveness of the 9-1-1 and 9-8-8 client services • Prepare policy and legislative analysis, and white paper development in response to regulatory and legislative proposals
10%	<p>(E) Budget/Finance/Contract</p> <ul style="list-style-type: none"> • Manage all fiscal, operational, and administrative tasks • Develop statements of work for contracted service needs and monitor contract performance against scope, schedule, and budget • Develop a 9-1-1 and 9-8-8 funding models that align to the Emergency Telephone Users Surcharge Act for State Emergency Telephone Number Account (SETNA) of the California Tax and Revenue code • Research and understand peer-level systems and pricing strategies for other state 9-1-1 and 9-8-8 system • Develop budget proposals and finance letters as needed to acquire resources to operate and maintain the system • Identify and document performance or conformance issues, prepare remediation plans as needed to maintain effective contract management • Keep executive management and control agencies informed of the progress of the deployment project, issues, and risks, and to ongoing revenue levels
10%	<p>(E) Staff Performance and Outcome Management</p> <ul style="list-style-type: none"> • Responsible for hiring, developing, and retaining highly skilled, experienced, and professional project management staff • Outline performance expectations with staff, establish work assignments, provide direction and guidance, and evaluate work products and deliverables toward continuous improvement • Effectively administer performance appraisal processes ensuring employees receive ongoing coaching, timely feedback, and fair and accurate evaluation ratings • Ensure effective staff development through identification of training needs, employee career development planning and the provisioning of appropriate training • Provide on-the-job training on methods of operation in accordance with policies and procedures outlined in the California 9-1-1 Operations Manual by establishing priorities and deadlines, and scheduling formal training as necessary to assist staff to perform tasks effectively

Percent of Time	MARGINAL FUNCTIONS
5%	<p>(M) Other Related Duties as Required</p> <p>The incumbent will perform other related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include, but not be limited to:</p> <ul style="list-style-type: none"> • Assisting where needed within the program, which may include special assignments • Complying with general State and Cal OES administrative reporting requirements (i.e., completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.) • Attendance at staff meetings

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
STANDING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and federal related laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions; be responsive to the needs of the public, Cal OES's employees, and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES's Strategic Plan, the incumbent is expected to be courteous, provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If there any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess the essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Civil Service Title