

DUTY STATEMENT

PROPOSED

RPA 23-153

TECH 052 (REV. 02/2018)

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 12/01/2023	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE CALNET Operations Manager
F. CURRENT POSITION NUMBER 695-390-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Technology Services /CALNET Program /CALNET Operations/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Veronica Dodd, Information Technology Manager II
J. WORKDAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY, 8:00AM – 5:00PM, DAY		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 checked="" type="checkbox"/> IT Project Management <input 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 CALNET Program Information Technology Manager II (IT Mgr II), the IT Manager I (IT Mgr I) manages and oversees CALNET Operations and directly manages high-level IT projects to meet the Branch workload demands. The IT Mgr I provides leadership, supervision, guidance, mentoring, and support for the Information Technology Specialist II, Information Technology Specialists I, and Information Technology Associates within the Section. The IT Mgr I develops plans, organizes work activities, and ensures alignment of work assignments with the responsibilities of CALNET Operations and individuals within the program. The incumbent ensures multiple work streams operate cohesively and that multiple projects and day-to-day tasks are completed according to the priorities and core business functions of the CALNET Program. The IT Mgr I oversees CALNET Operations staff responsible for onboarding and transitioning contractors off expiring and onto new statewide contracts. The IT Mgr I interacts with CDT executives, other management, staff, customers, and contractors at all levels to disseminate information, provide guidance, meet CALNET Program needs, and ensure the highest level of customer satisfaction. The incumbent manages CALNET Help, manages the CALNET program budget, cost recovery, resource planning, and processing and validating customer registration and contract documents.</p> <p>This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.</p>
40% of time performing duties	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>CALNET Operations and Fiscal Management</p> <ul style="list-style-type: none"> Oversees customer support via the CALNET Help phone line and email inbox. Manages CALNET Program budget planning and oversight, cost recovery, and facility needs. Oversee execution of the day-to-day responsibilities of the CALNET Operations staff in successful completion of handling billing disputes, customer registrations, ensuring contract public websites remain in compliance, and reviewing marketing pursuant the terms and conditions of the statewide telecommunication contracts. Actively involved in resource planning and workload assignments. Oversees CALNET Program marketing, communications, and CALNET/contractor websites. Ensure staff process and validating customer registration and contract documents. Acts as a liaison between customers and contractors for billing disputes. Ensure multiple work streams operate cohesively and that multiple projects and day-to-day tasks are completed according to the priorities and core business functions of the CALNET Program.

- Manage or oversee CALNET Operations IT projects as needed to meet CALNET Program workload or address an operational or sensitive need of the organization.
- Develop plans to accomplish program goals and objectives in accordance with CALNET Program strategic goals.
- Communicate effectively with stakeholders and utilize ITIL processes to affect project outcomes for successful service delivery.
- Ensure staff maintain project documentation using the project management templates, trackers and standards established, and initiate, plan, execute, monitor, and control all aspects of a defined IT project.
- Approve contractor marketing, communications, and CALNET/contractor public websites.

CALNET Operations Leadership/Management

- Serve as the Manager over CALNET Operations.
- Participate in establishing CALNET team goals measuring results to achieve the desired outcomes.
- Provide direction to staff regarding the Office of Technology's (OTech) current priorities.
- Help translate OTech organizational goals into tactical plans for the CALNET Program.
- Collaborate with other OTech management to ensure cooperative efforts are successful and communication is effective.
- Serve as a business project sponsor for key projects implemented by the CALNET Program, which involve IT systems development, data analytics, operational procedures, contract management, and other efforts of the highest priority for the California Department of Technology (CDT).
- Participate in CALNET Program, OTech, and departmental efforts.
- Hold management meetings with reporting staff and represent the CALNET Program at department meetings as assigned or as needed.
- Provide IT Mgr II regular status reports verbally and/or in writing.
- Fill in for the CALNET Program IT Mgr II or other managerial staff within the CALNET Program when required.
- Provide staff with an understanding of CALNET's 5-year plan and current processes to ensure Operations aligns with the program's objectives as defined by the Contract Management and Oversight (CMO) and CDT executive management.
- Understand and align Operation's business practices with the terms and conditions of CALNET contracts, Government and Procurement Code related to Business Telecommunications, Business Telecom statewide policies, contract user instructions and other CALNET processes.
- Participate as a member of the CMO responsible for making decisions that may have a statewide impact on entities mandated to utilize CALNET services.

CALNET Operations Human Resources Management

- Responsible for recruiting, selecting, placement, development, and oversight of the reporting staff, and also participates in the hiring panels for other positions within CDT.
- Act as coach and mentor; provide leadership, accessibility for questions and issues, guidance and understanding of staff's strengths, weaknesses, capabilities, and desires in order that each person excel and work to his/her full potential, while motivating staff to achieve individual and professional development goals, promote a healthy workplace to strive to enhance staff morale, plus meeting the needs of the enterprise.
- Establish performance expectations, assist staff to complete individual development and training plans, review probationary reports on a timely basis, provide constructive counseling as needed, and other performance management activities including adherence to the State's progressive discipline policy and conducting corrective or disciplinary action as necessary.
- Meet regularly with staff to discuss workload, projects, and overall CALNET Program direction.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established CDT administrative processes and procedures, and collective bargaining agreements.
- Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and protocols.
- Offer the Employee Assistance Program (EAP) when necessary.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to staff.

30% of
time
performing
duties

25 % of
time
performing
duties

5% of time performing duties

- Encourage team building, facilitate cross training and promote continuous improvement. Use motivation techniques and create a positive climate for change.
- Act as an escalation point when risks or issues arise.

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

- Apply continuous analysis using Lean principles and other organizational change management methodologies to streamline and improve the CALNET Program.
- Other related duties, as required.

Work Environment Requirements

- Mainly located in Rancho Cordova but may attend meetings at other locations requested by CDT.
- May occasionally attend customer meetings offsite.
- Carry a mobile device during working hours.
- Will work evenings and weekends as required to ensure success of CALNET Program.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Manager I receives general direction from the Information Technology Manager II.

Actions and Consequences:

Decisions and recommendations made by the incumbent could have serious and significant impacts on the CALNET Program, CDT, and customers. Errors or poor decisions may result in the loss or disruption of statewide telecommunications and network service to customers. The consequences of poor judgment or advice, or inadequate research may have a negative impact on the reputation of OTech and client confidence in the services provided by CDT, as well as a negative economic impact to the state.

Personal Contacts:

The incumbent is involved with CDT technical, procurement, project, executive and administrative staff, as well as customer organizations and contractor partners. The incumbent must work with a wide variety of telecommunications contractors, each with a competing interest in providing contracted services to the State. The incumbent will have a wide circle of contacts and will need to collaborate successfully in a range of professional situations and resolve conflicts to achieve program results.

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

The incumbent collaborates with CDT Offices and OTech staff on business planning, tracking, and measurement, including contract, project, budget and cost control. The incumbent is responsible for recruiting, selecting, placement, development, and oversight of the reporting staff, and participates in the hiring panels for other positions within CDT.

Supervision Exercised:

The IT Mgr I directly supervises technical, procurement, project, and contractor staff. The incumbent is responsible for developing and leading CALNET Operations staff to support a successful CALNET Program.

Other Information

Desirable Qualifications: (List in order of importance.)

Knowledge of and experience with:

- Supervision/management and mentorship of IT staff.
- IT contracts and working with subject matter experts.
- IT and business analysis projects of high complexity and visibility.
- ITIL and SDLC processes.
- Telecommunications government code and statewide policies as mandated by FCC, CPUC, and STMM etc.

- Budgets and cost recovery.

Ability to:

- Develop and execute tactical plans while maintaining a clear understanding of the larger strategic vision and direction for the CALNET Program.
- Possess excellent planning, communication, and human resource management skills.
- Improve CALNET operations using Lean principles and/or other organizational change management methodologies.
- Exhibit excellent communication and presentation skills.
- Develop and maintain positive working relationships with executives and staff from customer, contractor, and departmental organizations.

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

SUPERVISOR NAME (PRINT) Veronica Dodd	SUPERVISOR SIGNATURE	DATE
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