



Position Details

Classification: Information Technology Manager II		Office/Branch: Information Technology/Enterprise Services	
Working Title: Chief, Enterprise Services		Location: Sacramento	
Position Number: 311-440-1406-004		HR Approval Date/Initials: JT 2/21/24	
CBID/Bargaining Unit: M01	Work Week Group: E	Tenure: Permanent	Time Base: Full Time

Job Description Summary

Under the administrative direction of the Chief Information Officer (CIO), the Information Technology (IT) Manager II (Enterprise Services Chief) is responsible for the leadership of the IT Enterprise Services Branch, consisting of Infrastructure Operations; Client Services; and Data Management and Administration. Directly and through subordinate resources, the incumbent ensures the timely delivery of services and provides leadership and technical direction to technology professionals in support of cloud computing platform services, server administration, identity management, data management, and end user support.

The following IT Domains are applicable to the incumbent’s duties/tasks:

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| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> Information Technology Project Management |
| <input checked="" type="checkbox"/> Client Services | <input type="checkbox"/> Software Engineering |
| <input type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> System Engineering |

Duties

Percentage
Essential (E)/Marginal (M)

- 35% (E) **Enterprise Services**
- Oversees and monitors the planning, development, and maintenance activities of enterprise services consisting of the enterprise network, cloud and virtualization services, servers, storage, database management, identity management, and end user support.
 - Ensures vulnerabilities are addressed and remediated within service levels as defined by the Information Security Office.
 - Ensures participation in disaster recovery planning, tabletop exercises, and mitigation identification.

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- Monitors and ensures conformance to service levels for incidents and requests from internal (other IT units) and external (business partners) customers.
- Maintains knowledge of current business and technological environments; develops alternative approaches and strategies to support continuous improvement and alignment with changing technology.
- Conducts analysis relative to IT trends and best practices in order to maintain operational readiness and to be continuously prepared for future technologies and operational capacity needs.
- Monitors inventory; oversees the management of IT assets throughout their lifecycle in accordance with State and Authority policies and practices.
- Prepares and maintains a variety of informational and status reports pertaining to projects, work initiatives, resource utilization, and others as needed.
- Oversees the development and implementation of an enterprise data management strategy.

35% (E) **Management and Administration**

- Provides direction, guidance, and leadership to subordinate managers, staff, and contracted personnel on the implementation, delivery, and ongoing maintenance of enterprise services.
- Identifies opportunities for improvement in delivery of services; ensures services are delivered as requested or needed by business partners, other IT staff, and external entities in a timely manner.
- Identifies and communicates performance expectations; conducts regular team and one on one meetings; conveys expectations via written and verbal communication/direction.
- Monitors performance and conformance of subordinate staff, holding them accountable for completion of tasks and conformance to applicable policies and standards.
- Identifies and documents performance or conformance issues, develops improvement plans, provides opportunities for continuous learning; appraises job results.
- Fosters an environment of teamwork and collaboration and recognizes and communicates individual and team accomplishments.
- Leads or participates in the development of Budget Change Proposals (BCPs), Agency Information Management Strategy (AIMS); Software Management Plan (SMP); and other required Control Agency or Legislative Reports.

20% (E) **Leadership and Strategic Planning**

- Serves as a member of the IT Leadership team; participates in the development of IT policy and direction; communicates direction, strategy, and operational decisions to subordinate staff; ensures adoption and conformance.
- Collaborates with the CIO and other IT Leadership to envision and execute the IT strategic plan and technology roadmap.
- Researches and maintains knowledge of emerging technologies and trends and develop plans to ensure the Authority's technical footprint supports the changing needs of the organization.
- Establishes enterprise standards and monitors compliance.
- Develops and manages IT governance processes to ensure IT activities are in alignment with Authority priorities and objectives.
- Advises leadership, staff, and clients on matters regarding IT trends best practices.
- Contributes to workforce planning, budgeting, and succession planning.
- Collaborates with the CIO and other leadership on the development of an enterprise IT Governance Committee and participates in ongoing governance activities, as defined and deemed necessary.

10% (E) **Other Duties**

- Collaborates with peers and provides support for initiatives across all areas of the IT Office.
- Represents the IT Office in meetings with Authority management and staff.
- Represents the Authority in meetings, workshops, or forums related to technology direction and planning.
- Fosters an environment of teamwork and collaboration and recognizes and communicates individual and team accomplishments.
- Actively participates in team and departmental meetings, training, technology initiatives, or other assignments.
- Maintains up to date knowledge about state policies, processes, and industry best practices related to IT administration.
- Ensures travel is approved and documentation and expense claims are processed in a timely manner.
- Invests in personal development through continuous education to gain and enhance position-related knowledge.
- Adheres to Authority policies and procedures regarding attendance, leave, and conduct.
- Other duties as needed to accomplish the Authority and IT Office's mission and goals.

Special Requirements

The checked boxes below indicate any additional requirements of this position.

License Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Conflict of Interest (COI) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Bilingual Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Contract Manager Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Medical Required Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Type:		Language:		

Other Special Requirements Information:

- **Conflict of Interest (COI)** – 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 employee is required to complete form 700 within 30 days of assuming employment. Failure to comply with the Conflict-of-Interest Code requirements may result in disciplinary action.
- **Contract Manager** – Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM), and the California Government Code (GC).
- **Manager of Contract Managers** – Provides strong oversight of subordinate contract managers, holding them accountable for ensuring that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM) and the California Government Code (GC).

Knowledge and Abilities

All knowledge and abilities for all Information Technology classifications; and

Ability to: Manage through subordinate supervisors; effectively promote equal opportunity in employment and maintain a work environment which is free of discrimination and harassment; and effectively contribute to the department's Equal Opportunity objectives.

Desirable Qualifications

- Ability to establish and maintain cooperative working relationships with all levels of staff, management, and vendor partners; communicate effectively with executive leadership, peers, end users, technical staff and partners, oversight agencies and other stakeholders.

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- Ability to prepare or direct the preparation of clear and concise documentation (e.g., architecture diagrams, technology recovery plans, security plans and policies, roadmaps, business case justification, etc.).
- Ability to research and conduct analysis of technical solutions and provide recommendations that support the Authority's technical direction.
- Ability to meet business needs through innovative solutions in a fast-paced environment.
- Ability to adapt to changes in direction or organizational change.
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment.
- Ability to communicate effectively in a clear and concise manner.
- Ability to communicate complex technical information in a manner easily understood by non-technical stakeholders.
- Ability to maintain confidentiality of sensitive tasks, assignments, and information.
- Ability to prepare and produce clear and concise documentation (e.g., processes and procedures, plans, information security policies, etc.).
- Ability to work under pressure to meet deadlines.
- Display a working knowledge of cloud computing platforms; specifically Amazon Web Services and Microsoft Azure.
- Display a working knowledge of project management practices, the system development lifecycle, etc.
- Knowledge of network architecture, concepts and practices.
- Demonstrate a service oriented, customer relations-sensitive attitude.
- Demonstrate comprehensive understanding of the California State Administrative Manual (SAM), and California Statewide Information Management Manual (SIMM).
- Willingness to work excess hours to achieve business results.
- Display enthusiasm and aptitude for continuous learning.

Supervision Exercised Over Others

This level supervises subordinate staff in the Information Technology Supervisor I, Information Technology Supervisor II, Information Technology Manager I, and/or Information Technology Specialist III classifications. Provides general administrative direction concerning assignments.

Public and Internal Contacts

The incumbent will have regular contact with various levels of staff at the Authority, consultants, vendors, contractors, and staff at other state agencies. The incumbent must handle all situations and communications tactfully and respectfully to support the Authority's mission.

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Responsibility for Decisions and Consequence of Error

The employee has broad management responsibility for a large program or set of related functions. Administrative direction is usually received in terms of goals; review is received in terms of results. At the Manager II level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions. The consequence of error at the Manager II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

Physical and Environmental Demands

While working on-site, the incumbent works in a professional office environment, in a climate-controlled area which may fluctuate in temperature and is under artificial light. The incumbent will be required to use a computer, mouse, and keyboard, and will be required to sit for long periods of time at a computer screen. The incumbent must be able to focus for long periods of time, multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. The incumbent must develop and maintain cooperative working relationships and display professionalism and respect for others in all contact opportunities.

Working Conditions and Requirements

- a. Schedule: Flexible schedules may be available for this position.
- b. Telework: Part time telework may be available for this position.
- c. Travel: Travel may be required to Authority locations within California, if needed, to support business needs.
- d. Other: The incumbent will be required to carry a state-issued cell phone and work outside of their regular schedule, as needed, to meet business needs.

Acknowledgment and Signatures

I have read and understand the duties listed above and can perform them with/without reasonable accommodation (RA). (If you believe you may require RA, please discuss this with the supervisor indicated below who will discuss your concerns with the RA coordinator. If you are unsure whether you require reasonable accommodation, inform the supervisor indicated below who will discuss your concerns with the RA Coordinator.)

Employee Printed Name:	Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Signature:	Date:
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