

**DUTY STATEMENT**

CHP 129 (Rev. 5-19) OPI 097

CURRENT

COMMAND/ORGANIZATIONAL UNIT Technology Infrastructure Section/Network Services Group		DIVISION Information Management Division		
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Manager I		BARGAINING UNIT M01	TENURE Permanent	TIME BASE Full-Time
POSITION NUMBER 388-043-1405-002		CURRENT DATE 02/05/2024		
DESIGNATED POSITION FOR CONFLICT OF INTEREST <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CONFIDENTIAL DESIGNATION <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY		
		APPROVED BY		DATE

FUNCTION OF POSITION  
Under the general direction of the Information Technology Manager II, the Information Technology Manager I is responsible for supporting the California Highway Patrol (CHP) mission and strategic plan by creating innovative solutions; strengthening partnerships and collaborations; embracing technology; overseeing network staff members; and ensuring the reliability, availability, and confidentiality of the CHP network and information security. The Information Technology Manager I will coordinate with the Department's Information Security Office team to manage network activities, implement information security infrastructure, and provide regular network status and service reports to senior management. The Information Technology Manager I is a leadership role that will work within the Department's information technology (IT) organization and with business management to align network infrastructure-related priorities and plans with key business objectives of the Department for the Technology Infrastructure Section/Network Services Group (NSG).

SUPERVISION RECEIVED  
The Information Technology Manager I reports directly to and receives the majority of their assignments from the Information Technology Manager II.

SUPERVISION EXERCISED  
The Information Technology Manager I provides general direction to one Information Technology Supervisor II and five Information Technology Specialist IIs and direction to four Information Technology Specialist Is.

WORKING CONDITIONS  
Must be available for after hours calls. Some after hours and weekends required, as needed.

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	Essential Functions
30%	IT PROJECT MANAGEMENT - Provide leadership and mentorship to staff by setting goals to achieve measurable results by developing plans, leveraging staff skills, and delivering sustainable products and services. Conduct performance evaluations for staff. Develop staff through a commitment to coaching, mentoring, and developing staff and empowering others through a sense of shared ownership and decision-making. Demonstrate personal credibility as through authenticity, consistency, decisiveness, honesty, integrity, and good judgment. Foster a collaborative and innovative team culture to build collaborative relationships by promoting an inclusive environment, encouraging and facilitating the sharing of information and ideas, fostering a team environment through support and recognition of staff, and supporting work-life balance and employee wellbeing. Allocate tasks and responsibilities effectively and ensure professional development and training for staff to inspire and engage to motivate others to commit to a mission or plan, challenge individuals professionally and personally to achieve goals, connect employees to work, and celebrate success. Communicate effectively using strong written, verbal, and listening skills to create an open and transparent environment for the exchange of information. Model good governance by stewardship of customer service, accountability, transparency, sustainability, policy, compliance, risk mitigation, and solid business acumen.
30%	INFORMATION SECURITY ENGINEERING - Security Engineering and Architecture: Work with NSG staff to develop a security program and security projects that address identified risks and business security requirements. Consult with NSG staff to ensure security is factored into the evaluation, selection, installation, and configuration of hardware, applications, and software. Recommend and coordinate the implementation of technical controls to support and enforce defined security policies. Research, evaluate, design, test, recommend, or plan the implementation of new or updated information security hardware or software and analyze its impact on the existing environment. Provide technical and managerial expertise for the administration of security tools. Work with the enterprise architecture team to ensure there is a convergence of business, technical, and security requirements. Coordinate, measure, and report on the technical aspects of security management.

**DUTY STATEMENT**

**Information Technology Manager I**

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	<p>Incident Management: Manage the process of gathering, analyzing, and assessing the current and future threat landscape, as well as providing the Department with a realistic overview of risks and threats in the enterprise environment. Manage the day-to-day activities of threat and vulnerability management, identify risk tolerances, recommend treatment plans, and communicate information about residual risk. Design, coordinate, and oversee security testing procedures to verify the security of systems, networks, and applications, and manage the remediation of identified risks. Manage production issues and incidents and participate in problem and change management forums. Manage and coordinate operational components of incident management, including detection, response, and reporting. Assist and guide the disaster recovery planning team in the selection of recovery strategies and the development, testing, and maintenance of disaster recovery plans. Ensure audit trails, system logs, and other monitoring data sources are reviewed periodically and are in compliance with policies and audit requirements. Work with various stakeholders to identify information asset owners in order to classify data and systems as part of a control framework implementation.</p>
20%	<p>INFORMATION SECURITY ENGINEERING: Security Compliance - Monitor and report on compliance with IT security policies, as well as the enforcement of those policies within the Department. Assist resource owners and IT staff in understanding and responding to security audit failures reported by auditors. Provide security communication, awareness, and training for audiences which may range from senior leaders to field staff. Provide support and guidance for legal and regulatory compliance efforts, including audit support.</p>
10%	<p>BUSINESS TECHNOLOGY MANAGEMENT - Work with NSG staff to develop budget projections based on short and long term goals and objectives. Propose changes to existing IT policies and procedures to ensure operating efficiency and regulatory compliance. Serve as an active and consistent participant in the information security governance process. Work with NSG and departmental business stakeholders to define metrics and reporting strategies that effectively communicate successes and progress of the security program. Maintain a knowledge base comprising of a technical reference library, security advisories and alerts, information on security trends and practices, and laws and regulations. Participate in developing, implementing, enforcing, and maintaining security policies, processes, standards, and procedures. Prepare develop, and execute NSG's budget and spending plan in collaboration with Project Management Group.</p>
5%	<p>IT PROJECT MANAGEMENT - Manage security projects and provide expert guidance on security matters for other IT projects. Manage a staff of information security professionals; hire and train new staff; conduct performance reviews; and provide leadership and coaching, including technical and personal development programs for staff. Manage outsourced vendors that provide information security functions for compliance with contracted service-level agreements.</p>
	<p><b><u>Non-Essential Functions</u></b></p> <p>Other duties, within the scope of the classification, as assigned.</p>
<b>TOTAL</b>	100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
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I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
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