

DUTY STATEMENT

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Employee Name: Vacant	Current Date: 07/15/2023
Classification: IT Manager I	Position #: 673-860-1405-002
Division/Office: OIS/ITOSB	CBID: M01
Section: Enterprise System Management Section	
Supervisor Name: Vacant	Supervisor Classification: Information Technology Manager II

I certify that this duty statement represents an accurate description of the essential functions of this position.	
Supervisor:	Date:

I have read this duty statement and agree that it represents the duties I am assigned.	
Employee:	Date:

SPECIAL REQUIREMENTS OF POSITION (IF ANY):

- Designated under Conflict of Interest Code.
- Duties performed may require pre-employment physical.
- Duties performed may require drug testing.
- Duties require participation in the DMV Pull Notice Program.
- Requires the utilization of a 32-pound self-contained breathing apparatus.
- Operates heavy motorized vehicles.
- Requires repetitive movement of heavy objects.
- Works at elevated heights or near fast moving machinery or traffic.
- Performs other duties requiring high physical demand. (Explain below):
- Duties require use of hearing protection and annual hearing examinations.

SUPERVISION EXERCISED

<input type="checkbox"/> None	<input type="checkbox"/> Lead Person
<input checked="" type="checkbox"/> Supervisor	<input type="checkbox"/> Team Leader

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FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises:

- 3 – Information Technology Specialist I
- 3 – Information Technology Specialist II
- 2 – Information Technology Associate

Total number of positions in Section/Branch/Office for which this position is responsible:

8

FOR LEADPERSONS OR TEAM LEADERS ONLY:

Indicate the number of positions by classification that this position LEADS:

n/a

MISSION OF SECTION:

The Enterprise Systems Management Section (ESMS) has responsibility for designing and supporting CARB's enterprise architecture, including application, web, and database servers and the system software and networks used to host all of CARB's complex information systems. ESMS responsibilities include the analysis of technical requirements, design and development of technical architectures and specifications, integration of database systems with custom and commercial applications, and the administration and maintenance of both physical and virtual servers and both wide area and local networks.

CONCEPT OF POSITION:

Under general direction of the Information Technology Manager II, the Information Technology Manager I (ITM I) acts as a manager overseeing the architectural design, build, test, implementation and support for the most complex, diverse and mission critical enterprise systems, enterprise storage, cloud platforms and server infrastructure. The ITM I must coordinate with other technical teams in the Office of Information Services (OIS), CARB staff in various programs, Information Security Officer (ISO), Agency, California Department of Technology (CDT), vendors and other stakeholders to deliver and maintain scalable and highly available solutions to support the CARB mission critical and revenue generating services. The ITM I provides supervision and a level of technical leadership that ensures enterprise server infrastructure and supporting systems are delivered timely and professionally and meet the security requirements for managing stakeholder data. The incumbent understands and effectively communicates project and enterprise systems objectives to the team members while coordinating, facilitating, directing and controlling their enterprise systems support work.

The ITM I is responsible for ensuring a high-quality, positive, and customer-focused approach to delivering information technology services and operations for CARB. The ITM I will need to demonstrate customer centricity, and support and guide ESMS staff as they develop the attributes

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and characteristics required to deliver great customer service and meet the business requirements and associated outcomes of their Section.

The ITM I participates in executive-level decisions and execution of strategies to achieve the objectives and IT Strategic Plan for OIS. The ITM I manages and provides direction on new implementations, and migration of existing CARB IT systems and applications, into cloud hosting environments, requiring collaboration with subject matter experts on technology roadmaps to create a long term vision for the enterprise. The ITM I must provide in-depth knowledge and guidance of enterprise system security, storage, strategies, process, policies, project management, budget management, and best practices.

The ITM I conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customers' expectations. Further, the ITM I must communicate effectively, be well-organized, and be able to track and complete multiple assignments concurrently, while establishing and maintaining professional relationships with internal/external customers, including management, executives, CARB end users, peers, vendors, other government entities, etc. The ITM I must maintain confidentiality while handling and processing any confidential personnel/business data.

INFORMATION TECHNOLOGY DOMAINS:

Business Technology Management

Information Security Engineering

IT Project Management

Software Engineering

Client Services

System Engineering

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<u>% OF TIME</u>	<u>RESPONSIBILITIES OF POSITION</u>
30% E	<p>Enterprise IT Systems Operation and Maintenance: Manages the section responsible for designing, developing, maintaining, and operating the networks, servers, storage and associated systems software and hardware used to host complex, mission critical and public facing information systems. Leads operational service delivery, and ensures the security, performance, and availability of all CARB business servers and the underlying virtual and physical hosting environments.</p> <p>Oversee and manage the support teams responsible for enterprise-wide IT systems, storage, server and cloud-infrastructure support. Technically leads and performs the necessary duties associated with the design, installation, configuration, deployment, and support of all CARB server infrastructure systems and applications. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Microsoft Azure / Microsoft Azure VMware Services • Amazon Web Services / Amazon Managed Services • Performance monitoring/alerting • Microsoft Active Directory / Azure AD • Group Policy Management • Secure File Services • SQL Databases • Enterprise backup/recovery • DNS/DHCP Services • Office 365 • SharePoint Online • Web services, accessibility and support • Other server/software applications used by CARB technical and business program staff <p>Monitors operational effectiveness of deployed systems, and (when applicable) leads production incident documentation, root cause analysis, evaluation, solution development, and implementation of appropriate resolutions and recovery efforts.</p> <p>Monitors system utilization to determine capacity needs and develops plans to meet future needs.</p> <p>Analyzes the impact of changes in system utilization and performance to ensure systems continue to operate according to business requirements. Develops and exercises disaster recovery plans and procedures.</p> <p>In addition to the above:</p> <ul style="list-style-type: none"> • Measures and reports on progress and effectiveness of ESMS teams and supported systems through use of Service Level Agreements (SLAs), metrics, data and dashboards. • Manages and maintains ESMS compliance with established OIS SLAs.

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	<ul style="list-style-type: none"> • Briefs ITOSB Branch Chief and CIO on incident trends and inquiries. • Leads triage analysis to troubleshoot, assess risk and resolve elevated incident tickets. • Establishes and manages after-hours support model and processes for ESMS supported systems. • Oversees and manages the operations, availability, performance, and reliability of CARB's mission critical Intranet and Internet servers, applications and databases operating 24 hours a day and 7 days a week. • Manages the development and adherence of CARB's Cloud Strategy. • Provides direction on new implementations, and migration of existing CARB IT systems and applications, into cloud hosting environments, requiring collaboration with subject matter experts on technology roadmaps to create a long term vision for the enterprise. • Provides recommendations for a cloud platform for CARB's scientific workloads including open data/big data repositories, data streams from IoT, and modeling workloads for scientific calculations. • Recommends the specification and procurement of hardware and system software, and the installation, configuration, testing, securing and documentation of new systems. • Manages systems installation, software upgrades, patching, monitoring, security, backup, and recovery.
<p>25% E</p>	<p>Enterprise System Project Management: Coordinates the team's project activities and provides input, guidance and ensures compliance with department standards, state and federal level security standards, best practices for IT service management.</p> <ul style="list-style-type: none"> • Develops project plans, coordinates project resources and leads the enterprise systems section to develop enterprise system solutions for projects. • Determines project's technical requirements to match business needs. • Develops and maintains comprehensive project plans and schedules and communicates them effectively to the technology services and business area stakeholders. • Determines technical resource utilization for projects. • Identifies significant issues and recommends appropriate actions or solutions. • Coordinates the planning of enterprise system testing activities. • Ensures that appropriate system design documentation and or technical deliverables are prepared and delivered timely by the team. • Prepares correspondence and reports to keep project stakeholders apprised of the project's status. • Provides cost estimates and work schedules in response to user requests for service. • Participates in the establishment and development of all OIS standards and uniform procedures and techniques affecting application management and maintenance.

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	<ul style="list-style-type: none">• Participates in the analysis and makes recommendations on the infrastructure needed to support CARB’s enterprise solutions within the enterprise framework.• Ensures the enterprise systems and applications used by CARB are scalable, reliable, available, and manageable, and is in alignment with the CARB enterprise architecture.• Formulates deployment strategies and keeps an eye out for technological risks that could jeopardize the operations of the organization.• Meets regularly and helps lead CARB Staff Technology Empowerment Program. <p>Develops new technical processes and techniques, drawing from the latest industry trends and developments. Leads efforts to continuously improve processes. Writes and updates systems management and maintenance standards and process descriptions.</p> <p>Identifies technology issues and new business and technology opportunities. Works collaboratively with IT management, project managers, developers, and program managers and staffs to gather and elaborate technical requirements and future IT needs.</p> <p>Coordinates CARB operations, network management, and system hosting issues with external service providers, such as the state data center and the California Government Enterprise Network (CGEN) service provider.</p>
25% E	<p>Managerial Duties:</p> <p>Plans, organizes, directs, and provides managerial review of the work performed in ESMS. Provides regular and timely written performance appraisals to staff. Counsels staff and initiates disciplinary actions, as necessary. Recruits, hires, trains, develops, and provides leadership to staff. Identifies appropriate long-range plans and goals to address succession planning and knowledge transfer. Manages and coordinates assignments of technical staff based on departmental priorities, staff experience and skill levels, complexity assessments of projects, specialized skills and experience requirements, and resource availability. Develops long and short-term staffing plans that meet workload needs within budgeted resources. Establishes performance standards and expectations by conducting probationary reviews, annual performance reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to enhance personnel growth. Establishes reasonable deadlines and monitors staff’s workload to ensure work is completed accurately and timely. Provides advice and consultation to staff on the most difficult and sensitive work issues. Encourages team building across all service delivery teams. Facilitates cross training and promotes continuous improvement of processes. Implements motivation techniques, promotes training, and creates a positive climate for change. Mentors staff and ensures training opportunities are available to assist in developing</p>

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	<p>technically skilled staff. Sets and communicates standards of performance for all team members.</p> <p>Performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to state and federal laws, rules, regulations, bargaining unit contracts and policies in all personnel practices, including, but not limited to hiring, employee development, and management; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports, annual performance appraisals, and individual development plans; monitor employee performance and, if necessary, utilize progressive discipline principles and procedures; complete personnel documentation and utilize competitive hiring process; approve or deny administrative requests including leave, overtime, travel, and training; adheres to Department policies, rules, and procedures; accurately submits and approves timesheets by the due date.</p> <p>Manages the efforts of contract resources procured to satisfy the organization's goals and objectives. Ensures contractors provide knowledge transfer to CARB staff during and prior to completion of contractual obligations to facilitate ongoing supportability of deployed systems.</p> <p>In addition to the above duties:</p> <ul style="list-style-type: none">• Responsible for the formation and documentation of all IT metrics, goals, procedures, processes, and governance relating to the domains in ESMS.• Collaborate with a variety of OIS managers/staff, CARB Executive Officers, program staff, and external control agencies (such as, CalEPA, CDT, DGS, and DOF) in the analysis and decision making on a variety of IT ideologies. Reports regularly to the OIS CIO, Division Chiefs, Assistant Division Chiefs, and Executives on progress made with various IT initiatives on a regular basis.• Assists in development of Requests for Proposals (RFPs), Request for Offers (RFOs), Budget Change Proposals (BCPs), and/or IT Acquisitions in support of IT operations, services and/or systems.• Works on Legislative analysis for proposed law changes that may affect OIS from a resource and/or cost perspective. Identifies key elements, manages and presents analysis of legislation affecting OIS.• Creates presentations, issue papers, analyses, correspondence and request for action to the CIO and executive management.• Assists in the preparation of annual divisional spending plans to cover upcoming fiscal year purchases of hardware, software and related maintenance support of enterprise systems. This includes reviewing program division budgets with IT components and provides recommendations on approval or denial of requests.
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	<ul style="list-style-type: none"> • Provides capacity planning metrics for current and future technology needs. • Reports regularly on workload metrics and staff allocation for project planning and management. • Back-up the ITOSB Branch Chief, as needed.
<p>15% E</p>	<p>Technology Recovery Plan Coordinator: As the designated Technology Recovery Plan Coordinator, responsible for regular and timely updates to the CARB OIS Technology Recovery Plan (TRP) and managing the effort for updating TRP process and procedures. Leads SMEs in table-top test scenarios related to technology recovery plans and activities. Develops and updates contingency and business resumptions plans and testing, as needed. Coordinates with IT management and ISO to gather necessary details.</p>
<p>5% M</p>	<p>Other: Provide management backup support for other areas within OIS as needed. Complete special projects and other duties as assigned and/or required.</p>
	<p>SPECIAL REQUIREMENTS Occasional after-hour work and travel to various offices and locations throughout the State of California may be required. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.</p> <p>KNOWLEDGE, SKILLS and ABILITIES: Knowledge and experience in information technology governance processes and procedures; procurement; contract negotiations; vendor management; and customer relationships management. Knowledge of State IT policies and direction. Strong communication, leadership, interpersonal, and problem-solving skills. Incumbent must have ability to:</p> <ul style="list-style-type: none"> ○ Analyze and Formulate policies, procedures, and practices; ○ Interface with business, technical, and policy-administrators personnel and management; <ul style="list-style-type: none"> ○ Plan, organize, and to provide oversight and leadership to the work of multi-disciplinary professional staff.