DUTY STATEMENT

Employee Name:	Position Number: **580-150-1405-003**
Classification: Information Technology Manager I (System Engineering)	Tenure/Time Base: Permanent/Full-Time
Working Title DevOps Section 1 Chief	Work Location: 1616 Capitol Avenue, Sacramento, CA
Collective Bargaining Unit: M01	Position Eligible for Telework (Yes/No): Hybrid
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Enterprise Platform Services Branch/ DevOps Section 1

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating innovative solutions, strengthening partnerships and collaborations, and embracing technology. The Information Technology Services Division (ITSD) leverages data and technology to advance goals and inform action and accountability.

The Information Technology Manager I (ITM I) works under the general direction of the Information Technology Manger II, Enterprise Platforms Services Branch. The ITM I has significant responsibilities in formulating or administering organizational information technology policies and programs and for planning, organizing and directing the work of information technology programs and

staff.The ITM I provides management and technical oversight for teams that administer systems, manage products, develop applications, and manage enterprise information technology resources that are vital to public health in the State of California. The ITM I will play a critical role in formulating, executing, and maintaining industry standard DevSecOps practices across various cloud, hybrid, and Platform as a Service (PaaS) environments.

The ITM I will perform duties in the System Engineering, Software Engineering, Information Technology Project Management, Information Security Engineering and Business Technology Management domains.

Special Requirements

- ☒ Conflict of Interest (COI)

- ☐ Background Check and/or Fingerprinting Clearance

- ☐ Medical Clearance

- ☒ Travel: Travel: Limited travel (approximately 5%), primarily to Richmond, CA

- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in

- ☐ License/Certification:

- ☐ Other:

Essential Functions (including percentage of time)

30% Oversees and takes an active role in defining and implementing the build, deployment and monitoring standards for CDPH using industry standard development, security and operations (DevSecOps) practices. Monitors and allocates development resources to deliver end-to-end automation of deployment, monitoring, and infrastructure management in cloud and hybrid environments. Oversees the building and configuration of delivery environments supporting CI/CD tools using an Agile delivery methodology. Evaluates application performance, identifies potential bottlenecks, oversees development of solutions and implementation with the help of skilled staff. Works closely with ITSD personnel and vendors for problem resolution and risk mitigation for DevSecOps related activities.

25% Manages expert level staff in all aspects of product, system, application and customer engagement for enterprise scale web, application, and database systems addressing all tiers and full lifecycle of solutions that have a significant impact on business operations and in public health for the State of California. Oversees teams and staff responsible for systems that are very complex and require the highest levels of security and audit controls. Monitors and allocates appropriate resources to manage and prioritize projects supporting research, analysis, design, architecture, integration, implementation, project management, and fiscal oversight of ongoing enterprise services in functional areas of operations. Aids teams in applying best practices in management of configuration, security, change, capacity, performance, availability, and service delivery in association with other teams (e.g., internal to ITSD and/or vendor) as needed ensuring responsive support for products and supporting systems administered. Supports the development and maintenance of physical and logical designs, hardware, and software specifications. Manages strategy, policy, adoption, architecture, customer outreach, and maintenance of enterprise scale solutions accounting for all aspects of these mission critical products, systems, and applications through their full lifecycle. Ensures software engineer and systems engineer teams manage security and availability of enterprise scale systems.

20%   Applies communication, education, and technical skills to manage operational aspects of an information technology (IT) environment that includes planning, budget, project management, reporting, procurements, contracts, policy development, training, change and configuration management, incident management, troubleshooting, root cause analysis, systems analysis, requirements gathering, cost benefit assessment, design, testing, customer on-boarding, and service desk responsibilities. Applies knowledge of policies, standards, and guidelines for IT project initiation, development, and maintenance with respect to security, accessibility, presentation, and enterprise architectures. Supports staff in development of service definition, operations, continuity, communications, documentation, and other stakeholder support services, most complex applications and hosting environments. Manages teams that provide support for very complex database design, development, and maintenance for applications and products ensuring best practices are applied for installation, configuration, security, performance, capacity, data management, integration, and maintenance for highly confidential data sets for transactional and reporting purposes. Applies a broad range of knowledge in systems lifecycle management and production operations to perform project management tasks and customer outreach associated with tactical deployment of enterprise level solutions.

10%   Recruits, hires, develops, and retains a highly skilled professional staff that assures an adequate level of specialized technical expertise to support current and future enterprise needs. Secures resources that includes staffing or contracts as appropriate to implement projects and systems as assigned. Provides leadership, management, and supervision when necessary to ensure services availability for systems that are critical in nature and essential to functions of the department. Ensures industry, State, and Department requirements regarding management of IT assets are adhered to for solutions that serve the public, business partners, and employees of the organization in an efficient and effective manner. Supports staff in performing application infrastructure support functions on highly complex systems including installing, upgrading, monitoring, tuning, troubleshooting, repairing, licensing, application systems and dependent components or sub-systems in a complex environment. Supports staff responsible for routine application support activities associated with application health and quality including the configuring, monitoring, and management of permissions, log files, and processes; notification configuration and response, and conducting or facilitating backup/recovery operations. Supports staff performing functions associated with customer relationship management including facilitating responses to customer problems and requests.

10%   Initiates and/or recommends changes to promote innovative enterprise services solutions to meet the Department's business needs. May lead in the development of proposals, reports, and plans consistent with State of California project reporting requirements. Supports staff in evaluation and testing of solutions against very complex business requirements for systems or functions; conducts research; and technical guidance and recommendations. Facilitates workgroups in the development of requirements and detailed specifications for the creation and management of solutions. Represents the department on various internal and external meetings with policy committees, task forces, and other State agencies related to enterprise. Consults with customers, vendors, management, technical teams at all levels, and stakeholders of the department on products, systems, data, and applications.

Marginal Functions (including percentage of time)

5%   Performs other job-related duties as required.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:
Approved By: D.S.
Date: 5/1/2024