STATE OF CALIFORNIA
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
DUTY STATEMENT

EMPLOYEE NAME	CLASSIFICATION	POSITION NUMBER
	Information Tech Manager I	016-190-1405-XXX
DIVISION	**UNIT**	**EFFECTIVE DATE**
Administration	ITS - Application and Infrastructure Support Section	

SUMMARY OF RESPONSIBILITIES

The Information Technology Manager I (ITM I) serves as the Chief Technology Officer (CTO) and manager of the Application and Infrastructure Support Section (AISS) within the Information Technology Services Branch for the Department of Community Services and Development (CSD) and is responsible for the oversight and management of the CSD Application Support and Infrastructure Support domains, which include the maintenance and operation of existing IT systems, as well as the technical assessment, development, and daily oversight of new application development initiatives. The ITM I reports directly to the Chief Information Officer (CIO), ITM II and directly supervises technical IT staff consisting of Information Technology Specialist Is and IIs.

Description of Essential Functions:

45% Assists the CIO by addressing the day-to-day technical operational oversight of the ITS organization and ensures consistent daily on-site technical expertise at the managerial level to ensure adherence to ITS technology practices and standards, and security compliance with both internal and external partner systems. Serves as a chief advisor to the CIO and the Directorate on Department policy decisions addressing ITS issues, requirements, and new and emerging technologies and service levels. Establishes and maintains Department policies related to computing infrastructure requirements to meet current and future business needs and provides technical expertise, guidance, and advisement to Program Deputy Directors, subordinate managers, and key external service providers. Establishes and maintains policies, standards and best practices for efficient and effective networking, operations, systems, automation, and computing service support facilities/environments. Maintains regular communication with key managers and stakeholders to facilitate sound business practices, customer service excellence and trust. Remains current on IT advances, state laws and guidelines.

35% Establishes goals and objectives in support of the Department's strategic plan and develops action plans to ensure they are accomplished within prescribed timelines. Organizes staff and work for optimum outcomes utilizing management control systems and performance targets. Develops and implements planning policies, standards, and tools to ensure incoming

workload is accepted, assigned, scheduled, monitored, tested, and delivered on time, within budget and in alignment with customer requirements. Ensures network infrastructure, enterprise devices, connectivity, performance, and data management meet customer requirements and have the appropriate operational recovery safeguards in place. Serves as the Department's Operational Recovery Coordinator. Provides consistent and reliable customer service excellence and competent technical support by maintaining a customer focused culture. Develops, implements, and monitors innovative customer service and support strategies while complying with state IT policies and guidelines.

15% Provides leadership, direction, technical vision, support, and timely performance feedback to subordinate IT staff. Provides direction, guidance and training on recruitment and hiring strategies and processes to attract qualified talent to the Department and advance the most qualified applicants for job offer consideration. Establishes, and ensures hiring practices follow policies and procedures for new staff on-boarding, training, and timely written performance feedback. Monitors employee turnover to identify barriers to employee retention and develops innovative strategies to position the Department as an employer of choice. Develops and implements strategies to ensure all Division employees are trained and developed to meet IT challenges and exceed customer expectations. Develops and implements, management practices that value, promote and reward employee ideas, constructive feedback, performance, and accountability.

5% Represents the Department as needed with the Department of Technology Office of the CIO and ISO, Office of Emergency Services, LSPs, contractors and vendors. Attends meetings and conferences to maintain business relationships and facilitate opportunities to advance Department objectives.

Supervision Received:
The CTO (ITM I) receives administrative direction from the CIO (ITM II).

Supervision Exercised:
Provide day-to-day management, supervision, and administrative and technical direction to 10 staff.

Administrative Responsibility:
The CTO serves as the Assistant CIO and is responsible for efficient and effective IT services supporting Departmental employees operating throughout California, CHHS Agency cross-department information sharing systems, operational recovery plans and drills and the day-to-day performance of subordinate staff.

Personal Contacts:
The CTO has frequent contact with the Directorate and Executive Management team, CHHSA, California Department of Technology, Office of Agency Information Office, program IT liaisons, external stakeholders, contractors, vendors, and others involved with IT service delivery.

Stakeholder contacts will shape business relationships, perceptions of customer service levels and competency and influence the direction of Department IT policies, programs, and projects.

Actions and Consequences:
The CTO is responsible to assure daily departmental system functionality and ensure security compliance with both internal and external partner systems as they contain both highly sensitive and Personal Identifiable Information (PII). Failure to meet these objectives could result in failure to safeguard PII and meet the requirements of the Department, the Agency Information Technology Office, and the State Department of Technology and risk mission critical programs and service delivery to the vulnerable recipients of Department services.

Performance Expectations*:*

- Knowledge of all functions and roles withing IT department
- Excellent verbal and written communication skills
- Organization and time-management skills
- Ability to effectively manage IT costs.
- Knowledge of latest technological advances that benefit the Department.
- Knowledge of best information security practices
- Excellent leadership skills
- Ability to meet deadlines under pressure.

Characteristics:

- Leadership – Possesses a natural ability and keen desire to manage projects and mentor and guide staff, as well as internal and external customers.
- Innovation – Demonstrates and encourages creativity and proactive problem- solving.
- Credibility and Integrity – Understands internal and external customers and has a true desire to build credibility. Demonstrates the highest professional and legal ethics.
- Teamwork – Cooperates to achieve the department's mission, vision, and goals by leading and actively contributing to intradepartmental project teams.
- Vision – Understands the context and mission of the Department both internal and external.
- Accountability – Makes decisions and remains accountable for those decisions.
- Reliability – Understands the importance of meeting timelines and work priorities.
- Mentor and Coach – Ability to instruct, direct, and prompt subordinates to help them perform to their full potential.

Job Requirements:
Ability to perform the essential functions of the job, with or without reasonable accommodations including communicate effectively, comprehend, evaluate, and follow written instructions, type, and use personal computers.

Conflict of Interest: This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic

Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

I have read and understand the duties outlined in this document.

Can you perform the essential functions of the position, with or without reasonable accommodation?

_____ YES _____ NO

If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from the Human Resource Office, Reasonable Accommodation Coordinator.

_____ _____

EMPLOYEE SIGNATURE DATE

_____ _____

SUPERVISOR SIGNATURE DATE

JOB TITLE