

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Manager II	Section Chief – Enterprise Applications and Customer Support Section
NAME OF INCUMBENT:	POSITION NUMBER:
	280-347-1406-001
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Enterprise Applications & Customer Support Section	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Production Services Division	C.E.A B
BRANCH:	REVISION DATE:
Information Technology Branch	2/15/2025
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required  <input type="checkbox"/> May be Required to Work in Multiple Locations  <input type="checkbox"/> Requires DMV Pull Notice  <input checked="" type="checkbox"/> Travel May be Required         </div> <div style="width: 50%;"> <input type="checkbox"/> Call Center/Counter Environment  <input checked="" type="checkbox"/> Requires Fingerprinting &amp; Background Check  <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>)  <input type="checkbox"/> Other (<i>specify below in Description</i>)         </div> </div>	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
<p>Under the administrative direction of the Production Services Division (PSD) Chief, the Information Technology (IT) Manager II provides leadership, strategic direction, and operational oversight for the Enterprise Application Operations &amp; Incident Management Section. The incumbent plans, organizes, directs and manages the work of various efforts of the section. This section integrates the Incident Monitoring and Support Group, Operation Support Group, and Application Operations Support Group, ensuring enterprise-wide IT service stability, operational excellence, and effective incident resolution.</p> <p>The incumbent is responsible for overseeing enterprise incident monitoring, application administration, and Application operations, ensuring timely and efficient service delivery that aligns with departmental objectives. This role requires the management of a 24/7 operational environment that supports critical systems, ensuring service continuity and problem resolution.</p> <p>As a key member of the Information Technology Branch (ITB) Management Team, the incumbent collaborates with executive leadership, IT managers, program executives, and external partners to enhance</p>	

IT governance, policy development, and customer-focused service improvements. The incumbent also plays a pivotal role in IT modernization initiatives, enterprise-wide system integration, and policy-driven process enhancements. The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Percentage of Duties	Essential Functions
35%	<p>Directs and oversees the work of subordinate managers and staff in the Operation Support Group, Incident Monitoring and Support Group, and Application Operation Support Group to ensure efficient and effective IT service delivery. Provides leadership in managing daily operations. Monitors and evaluates the workload distribution, resolving operational challenges and optimizing workflows to enhance productivity. Ensures that each group functions cohesively to support the department's IT infrastructure and business objectives. Develops and executes strategic plans that align with department goals and ITB priorities, driving continuous improvements in IT service delivery. Collaborates with senior leadership to define key priorities, allocate resources effectively, and implement initiatives that support organizational growth and digital transformation. Manages resources, including staffing, budget, and tools, to ensure optimal operational efficiency. Oversees workforce planning, recruitment, and professional development to maintain a skilled and knowledgeable IT team. Ensures that tools meet operational requirements, facilitating seamless IT service management. Establishes and maintains operational standards, policies, and best practices to improve service delivery. Develops and enforces IT governance frameworks that align with industry standards and regulatory requirements. Ensures compliance with security protocols, risk management practices, and business continuity plans. Implements quality assurance measures to monitor service performance and identify areas for improvement. Promotes a culture of continuous learning and process optimization, encouraging innovation and proactive problem-solving to enhance IT operations and customer satisfaction.</p>
25%	<p>Oversees enterprise-wide Incident Monitoring and Support, ensuring the timely identification, escalation, and resolution of IT incidents to minimize disruptions to business operations. Implements proactive monitoring strategies and real-time incident tracking to detect potential issues before they impact critical systems. Directs teams in analyzing incident trends, identifying root causes, and implementing preventive measures to enhance system stability and performance. Ensures that incident response activities align with operational standards, and industry best practices. Leads cross-functional teams in addressing complex and high-priority incidents, coordinating rapid response efforts, and ensuring proper escalation to minimize downtime. Works closely with IT stakeholders, including service owners, technical teams, and business leaders, to define and improve Incident and Problem Management policies. Ensures that policies align with business needs, regulatory requirements, and IT governance frameworks. Collaborates with IT leadership to develop strategies for enhancing incident resolution efficiency and improving communication channels during service disruptions. Provides guidance and recommendations on incident prevention strategies, ensuring that IT operations remain resilient and responsive to evolving business demands. Establishes performance metrics and reporting mechanisms to measure incident resolution efficiency and track long-term service improvements. Promotes a culture of learning and proactive problem-solving, ensuring that the organization continuously evolves to deliver high-quality IT services.</p>
20%	<p>Delivers targeted training programs aimed at improving both technical and soft skills for staff members across various teams. Encourages professional growth by providing mentorship</p>

10%	<p>opportunities. Ensures that training initiatives are aligned with organizational goals, improving the overall skill set of the IT workforce and enhancing the department's ability to meet business objectives. Completes training plans, probation reports, and performance evaluations for subordinate managers and staff, ensuring that development goals are clearly defined, tracked, and achieved. Works closely with each team member to set performance expectations, provide regular feedback, and guide their professional growth. Develops and enforces best practices for IT service management, ensuring that all processes, workflows, and service delivery standards comply with industry standards and organizational policies. Leads efforts to standardize IT service management practices, ensuring consistency and high-quality service across all operational areas. Oversees the integration of new technologies and process improvements to enhance IT service efficiency. Identifies opportunities for automation, system upgrades, and other technological advancements that can streamline operations and improve service delivery.</p> <p>Acts as the primary liaison between IT operations, business units, and executive leadership, ensuring seamless communication and alignment of IT services with organizational goals. Facilitates collaboration between technical teams and business stakeholders to understand operational needs, prioritize IT initiatives, and implement solutions that enhance business efficiency. Provides executive leadership with regular updates on IT performance, emerging challenges, and strategic recommendations to improve service delivery. Engages with senior leaders and IT governance committees to define policies that enhance IT service management, cybersecurity, compliance, and risk mitigation. Monitors compliance with established IT policies, providing recommendations for continuous improvement based on performance metrics and industry best practices. Represents the department in state and inter-agency technology discussions and initiatives, advocating for the organization's IT interests and ensuring alignment with statewide IT strategies. Participates in inter-agency collaborations, task forces, and advisory groups to share insights, contribute to policy development, and drive innovation in public sector technology services. Establishes and maintains strong relationships with external stakeholders, leveraging partnerships to enhance IT service capabilities and integrate best practices from other agencies. Serves as a backup to the Production Services Division Chief as needed, assuming leadership responsibilities in their absence.</p>
<b>Percentage of Duties</b>	<b>Marginal Functions</b>
5%	Contribute to the implementation of the ITB Business Plan. Attends, participates and trains in ITB Business Plan training sessions. Once trained, Identifies actions needed to implement the ITB Business Plan principals. Models the behaviors and follows the principles throughout the workday. Provides constructive feedback to others who are not modeling the ITB Business Plan behaviors. Maintain good working relationships with coworkers, and internal and external partners.
5%	Perform other duties as assigned
<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%

Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%	
Other:		
<b>Type of Environment:</b> <input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
<b>Interaction with Customers:</b> <input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input type="checkbox"/> Required to assist customers on the phone <input type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
<b>5. SUPERVISION EXERCISED:</b> (List total per each classification of staff)		
Directly: 2- IT Manager I, 1- IT Supervisor II : Indirectly- 2-IT Supervisor II, 1- IT Supervisor I, 3-ITS II, 12-ITS I, 19 IT Associates		
<b>6. SIGNATURES</b>		
<b>Employee's Statement:</b> <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:	Date:	
<b>Supervisor's Statement:</b> <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name:		
Supervisor's Signature:	Date:	
<b>7. HRSD USE ONLY</b>		
<b>Classification and Pay Unit (CPU) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, STD-625 on file.	CPU Analyst Initials JMB	Date Approved 8/18/2025
<b>Reasonable Accommodation Unit use ONLY</b> <i>(completed after appointment, if needed)</i> <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

**Supervisor:** After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file