Employment Development Department
State of California

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Career Executive Appointment	Division Chief
NAME OF INCUMBENT:	POSITION NUMBER:
Click here to enter text.	280-350-7500-002
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Application Services	CEA C
BRANCH:	REVISION DATE:
Information Technology	3/13/2024

Duties Based on: ☒ FT   ☐ PT– Fraction _____   ☐ INT   ☐ Temporary – _____ hours

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☐ Call Center/Counter Environment

☐ May be Required to Work in Multiple Locations   ☒ Requires Fingerprinting & Background Check

☐ Requires DMV Pull Notice   ☐ Bilingual Fluency *(specify below in Description)*

☒ Travel May be Required   ☐ Other *(specify below in Description)*

Description of Position Requirements:
(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

n/a

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:
(Briefly describe the position's organizational setting and major functions)

Under the general direction of the Deputy Director, Information Technology Branch (ITB), the Application Services Division (ASD) Chief oversees the support and maintenance of the Employment Development's (EDD) mainframe systems, document technology services, and the Department's public-facing websites. As a member of EDD's Executive Staff and the ITB Executive Team, the incumbent participates in executive-level policy and decision-making regarding the direction and effective application of IT to meet EDD's business goals and objectives.

The Chief is also responsible for the recruitment, training and retention of skilled staff, and the mentoring of subordinate division management.

The incumbent works with other ITB Divisions and other EDD programs to ensure cohesive and timely IT project implementation and continually evaluates processes for future policy and procedural revision.

Percentage of Duties	Essential Functions
25%	Plan, organize, and direct the support and maintenance of the Employment Development's (EDD) mainframe systems, document technology services, and the Department's public-facing websites, which includes the development and implementation of sensitive and complex IT policies and procedures that support all of the Department's major programs: Unemployment Insurance, Disability Insurance, Tax Collection, and Workforce Services. Provide leadership and guidance to Division subordinate managers and staff to ensure efficient and effective delivery of services that are consistent with EDD and IT Branch goals and priorities. Ensure that processes, procedures, systems, and work products are of high quality, efficient, timely, maintainable, and comply with Department and Branch standards for performance and documentation. Maintain existing policies and procedures and develop new or alternative policies and procedures when needed.
20%	Communicate regularly with subordinate managers and staff to review the status and/or success or service level of the product or service being provided. Determine and institute corrective action when appropriate. Solicit feedback from internal and external customers to assist in gauging the level of satisfaction and whether the service or product meets the customer's needs. Communicate regularly with internal and external partners and stakeholders to establish and maintain priorities and schedules. Facilitate communication between the Division and its customers and respond to inquiries. Regularly meet and communicate with the ITB Deputy and Program Deputies regarding current issues, projects, products and services.
20%	Establish and maintain partnerships with the Department's program and administrative areas, other government entities, and the private sector to provide services that are efficient, effective, accurate, and timely. Provide the ITB Deputy, IT Division Chiefs, Program Deputies, and other stakeholders with advice and assistance on a variety of IT-related policies, issues and activities. Ensure that all stakeholders (internal and external) have appropriate information to make timely and informed decisions.
15%	Develop and maintain IT policies, practices, and procedures that are consistent with the Department's needs, goals, and objectives. Ensure that processes, procedures, systems and work products are of high quality, efficient, timely, and comply with Department and Branch standards. Assist in the communication of policies, procedures, and operational methods to all levels of EDD. Ensure that the IT Branch Deputy, IT Division Chiefs, Program Deputies and other stakeholders have appropriate information to make timely and informed decisions.
15%	Develop staff and carry out Department and Branch succession plan strategies. Complete training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Manage administrative activities for group staffing and budgeting. Plan group's workload and maintains staff time estimates for projects and line of business activities. Prepare and provide weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
Percentage of Duties	Marginal Functions
5%	Other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Occasionally - activity occurs < 33%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist

Lifting: Not Applicable - activity does not exist	Bending/Stooping: Not Applicable - activity does not exist

Other:

Type of Environment:
☐ High Rise ☐ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other**:**

Interaction with Customers:
☐ Required to work in the lobby   ☐ Required to work at a public counter
☐ Required to assist customers on the phone   ☐ Required to assist customers in person
☐ Other:

5. SUPERVISION EXERCISED:
   (List total per each classification of staff)

Directly- 4 ITM I's; 1- ITM II; 1- ITS III; 1 ITS I; 1- Office Tehnician

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature: Date:

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature: Date:

7. HRSD USE ONLY

Personnel Management Group (PMG) Approval

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, STD-625 on file.	PMG Analyst Initials HV	Date Approved 3/13/2024

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*
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.

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