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| **CLASSIFICATION TITLE**  Information Technology Manager I | **DIVISION NAME**  Information Technology Division |
| **WORKING TITLE**  Software Platform Services Section Chief | **OFFICE/SECTION/UNIT NAME**  Emerging Technologies and Integration Services Office, Software Platform Services Section |
| **EMPLOYEE NAME**  Vacant | **POSITION NUMBER**    333-350-1405-001 |

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

**GENERAL STATEMENT**

As the Information Technology Manager (ITM) I for FI$Cal’s Software Platform Services Section (SPSS), you’ll lead the team that keeps California’s statewide financial system running smoothly. SPSS manages the design, installation, upgrades, monitoring, and optimization of critical software platforms and middleware like PeopleSoft, Hyperion, Oracle WebLogic, and Essbase—while also ensuring backup, recovery, and disaster readiness.  
  
In this role, you’ll partner with other IT teams to provide reliable, high-performing platforms that support development, testing, and production across FI$Cal. You’ll set standards, align technology with business goals, and ensure system availability and performance.  
  
Most importantly, you’ll inspire and guide your team to deliver quality results on complex projects—serving as the key communicator and leader for FI$Cal’s software platform services. The duties for this position are focused in the Software Engineering and System Engineering domain, however, work may be assigned in the other domains as needed.

**SUPERVISION RECEIVED**

The ITM I reports directly to the ITM II, Chief of Emerging Technologies and Integration Services Office.

**SUPERVISION EXERCISED**

The incumbent will be managing the FI$Cal staff of the following classifications:

* Information Technology Specialist II
* Information Technology Specialist I

The ITM I also oversees the work of consultants.

**ESSENTIAL FUNCTIONS**

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

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| **% OF TIME** | **ESSENTIAL FUNCTIONS** |
| **60%** | **Manage the Operations and Maintenance**   * Plan and manage the design, installation, configuration, and operations and maintenance of all middleware including the PeopleSoft, Hyperion, Oracle WebLogic and other application software/platforms to support the development, testing, and production operations of all FI$Cal application components. * Plan and manage the design and implementation of disaster recovery solutions for FI$Cal systems. * Plan and manage the design, installation, configuration, operation and maintenance of all monitoring and development tools that support the FI$Cal system. * Plan and manage the availability and performance of the software platforms through appropriate sizing, clustering and load balancing and active monitoring. * Oversee the upgrades and patches on Oracle hardware by coordinating with Oracle support services. * Plan and manage implementation and maintenance of an effective strategy for patches, upgrades, and configuration management of all supported software platforms. * Oversee technical troubleshooting and provide assistance for application problem determination. * Review proposed system and application changes and validate if each is in best interest of FI$Cal by meeting with vendors, research, analysis and working with other subject matter experts. * Evaluate industry best practices and standards, identify and implement improvements to improve the availability, performance, security and recoverability of FI$Cal software platforms. * Maintain technical environments plan and forecast capacity needs for planned environments. * Ensure that IT methodologies and standards are adhered to, and that new standards are developed in coordination with other departmental functions and industry trends/practices. * Plan, develop and execute strategies, including adoption of feasible cloud-based solutions, for efficient and cost-effective operations and maintenance of FI$Cal software platforms. * Plan and manage installation of hardware at FI$Cal Data centers. * Plan and manage network connectivity at FI$Cal Data centers. * Manage FI$Cal software and hardware license maintenance renewals. * Manage and participate in the review and approval of technical deliverables by following and interpreting the guidelines of the FI$Cal Contracts Office. |
| **25%** | **Workload and Performance Management**   * Plan, direct, and manage the workload of SPSS staff and affiliated non-FI$Cal staff including consultants. * Plan, develop and maintain operational procedure documents as required by the State Information Management Manual (SIMM) * Understand state security requirements and provide responses to various audits. * Plan and remediate audit findings. * Monitor progress and performance on assignments and take appropriate action to ensure timely and successful completion of SPSS activities in accordance with the department and division expectations. * Work with FI$Cal’s Administrative Division, perform Equal Employment Opportunity efforts and lead the efforts in hiring, developing and retaining competent and professional staff that assures an adequate level of specialized analytical and technical expertise to support current and future FI$Cal needs. * Motivate staff to sustain high performance; establish and maintain proper staff recognition mechanisms. * Develop individual development plans (IDPs), performance appraisals, monitor staff development and attendance, and assist staff with achieving individual performance goals and objectives. * Facilitate learning opportunities for staff and ensure staff receive appropriate and timely knowledge transfer from the systems integrator. |
| **10%** | **Other Duties**   * Conduct research and analysis on platform service trends and best practices, incorporating insights from staff, clients, peers, and independent study. Prepare clear reports that keep FI$Cal ready for future technologies, in alignment with the direction of the Chief Information Officer and executive management. * Stay current with FI$Cal ERP software, middleware, and database technologies to ensure up-to-date knowledge and effective system support. * Attend training classes as needed. Satisfactorily complete all team training requirements. |
| **% OF TIME** | * **MARGINAL FUNCTIONS** |
| **5%** | Perform other related duties as required to fulfill FI$Cal’s mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the division/office/unit, which may include special assignments. |

**KNOWLEDGE AND ABILITIES**

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

Knowledge of: A manager’s responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department’s Equal Employment Opportunity objectives; and a manager’s role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

**SPECIAL REQUIREMENTS**

The incumbent will use tact and interpersonal skills to develop constructive and cooperative working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

**WORKING CONDITIONS**

The incumbent may need to be on-site at the Department of FI$Cal to carry out his/her duties. This position requires the ability to work under pressure to meet deadlines. The sensitivity of the department’s work may require excess hours to be worked to achieve schedule requirements. The incumbent should be available to travel as needed. The incumbent is expected to perform functions and duties under the guidance of the department’s core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a fax, copier, telephone, computer and general office equipment, as needed. This position requires use of a hand-cart to transport documents and/or equipment up to 20 pounds (i.e., laptop computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

**SIGNATURES**

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature Date

HR Analyst PGR\_

**Date Revised: 9/25/2025**