

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Manager II	Mainframe Services Section Chief
NAME OF INCUMBENT:	POSITION NUMBER:
	280-350-1406-XXX
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Mainframe Services Section	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Application Services Division	CEA B
BRANCH:	REVISION DATE:
Information Technology Branch	1/21/2025
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☒ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☐ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) <i>Click here to enter text.</i>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) ☒ Business Technology Management ☐ Information Security Engineering ☒ IT Project Management ☒ Software Engineering ☐ Client Services ☒ System Engineering Under the general direction of the Application Services Division Chief (CEA), the Mainframe Services Section Chief (Information Technology Manager II) provides direction and coordinates work activities and resources for the section. The Mainframe Services Section is responsible for supporting EDD's mainframe and Single Client Database including unemployment insurance and disability insurance benefit functions, tax and employer wage reporting functions, the Db2 database functions, Customer Information Control System functions, Resource Access Control Facility functions, and other functions related to EDD's mainframe. The incumbent demonstrates working knowledge of team leadership principles and practices and can effectively apply this knowledge in managing teams responsible for production support and implementing technical solutions. The incumbent maintains regular and frequent communication with staff, subordinate	

managers, customers, and partners, mentors' staff and subordinate managers, and performs other duties as assigned including proposing, implementing, and supporting enhancements and new system functionality.

The incumbent collaborates with other Information Technology Branch divisions and sections to ensure that projects and system enhancements align with EDD program area needs and Branch's strategic plan and goals.

Percentage of Duties	Essential Functions
30%	Directs the projects, system enhancements, maintenance and operations, and other support activities of the Mainframe Services Section in support of EDD's mainframe and Single Client Database System. Sets priorities and deadlines for subordinate managers and tracks and manages the overall workload for the section. Provides guidance to section managers and staff when identifying and resolving risks and issues, involving other branch technical support teams, and escalating to senior division and branch leadership. Ensures that section projects and workload adhere to state and department guidelines including the state Project Approval Lifecycle process and department Hybrid Agile Framework for technology projects.
25%	Develop staff and subordinate managers, completes training plans, probation reports, and other personnel-related actions in a timely manner following EDD's Personnel Management Handbook. Manages section staffing and resource management, section workload, support contracts, and section budget for tools and services and provides weekly updates to the Application Services Division Chief focused on the overall performance of the section. Demonstrates knowledge of policies, rules, and regulations for the lines of business supported by the section including but not limited to the California Unemployment Insurance Code.
20%	Develops and maintains a positive and productive work environment for the section and ensures that work products meet or exceed customer expectations. Ensures an adequate level of trained, professional staff and supporting resources including equipment, tools, and contractor resources are present to support EDD's mainframe and to meet section workload demands. Assists creating department, branch, division, and section policies and procedures and ensures effective communication with department and external partners.
20%	Ensures that the Application Services Division Chief and department executives have timely and accurate information related to EDD's mainframe and Single Client Database to make decisions as needed. Provides department executive staff with recommendations and advice on technical scenarios related to but not limited to EDD's mainframe. Establishes strong partnerships with department programs and external partners and maintains good communication with management, staff, and customers.
Percentage of Duties	Marginal Functions
5%	May act as the Application Services Division Chief in the Chief's absence and performs other duties as assigned.
4. WORK ENVIRONMENT <i>(Choose all that apply)</i>	
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%
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: None.	

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: N/A

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

Directly – 1 ITS III, 4 ITM I; Indirectly 4 IT Sup II, 19 ITS II, 41 ITS I, 13 ITA

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

Classification and Pay Group (CPG) Approval

☒ Duties meet class specification and allocation guidelines.

CPG Analyst Initials

Date Approved

☐ Exceptional allocation, STD-625 on file.

nsw

9/22/2025

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