

DUTY STATEMENT

TECH 052 (REV. 02/2018)

PROPOSED**RPA NUMBER (HR USE ONLY)****25-131****ALERT: This form is mandatory for all Requests for Personnel Action (RPA).****INSTRUCTIONS:** Before completing this form, read the instructions located on last page.**Section A: Position Profile**

A. DATE 12/9/2025	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I	E. POSITION WORKING TITLE IT Infrastructure Manager	
F. CURRENT POSITION NUMBER 695-364-1405-006	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-364-1405-006	
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech/ zSystems Infrastructure Services/ Enterprise Systems Services/ Rancho Cordova	I. SUPERVISOR NAME AND CLASSIFICATION Reeta Hook, Information Technology Manager II	
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)	K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions Under general direction of the Information Technology Manager (ITM) II of zSystems Infrastructure Services, the Information Technology Manager (ITM) I over Enterprise Systems Services (ESS), performs many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. Assignments require an advanced level of organizational understanding and support of innovative technical pursuits. Decisions regarding the work to be done include largely undefined issues and elements. The work requires extensive probing and analysis to determine the nature and scope of the problems and continuing efforts to establish concepts, theories, or programs; or to resolve problems generally without established guidance. Incumbents demonstrate all the necessary qualities of effective project or function leadership and play a key role in the success in the department's use of IT and to the business as a whole. Incumbents also possess the general and technical competencies needed to train/mentor organization staff and customers in a complex technical area or process. The ITM I manages and directs the staff in ESS that is responsible for the installation, configuration, maintenance, and problem resolution of the GoOnline service, zSystems Security (RACF), and Capacity Planning and Measurements on the California Department of Technology (CDT) zSystems platform for state and public entity customers, as well as application and communication software. The ITM I provides leadership, project management, supervision, guidance, mentoring, and support for z Systems staff; interacts with CDT management, customers and staff to ensure the highest level of customer service possible to ensure departments' current and future Information Technology (IT) needs are met. The ITM I also manages administrative processes, including budget planning, vendor contracts and renewals, staff workload tracking, special projects, tracking authorizations for vacation, sick leave, overtime, and travel.
% of time performing duties 35%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) Perform day-to-day managerial activities for the ESS Support: <ul style="list-style-type: none">• Develop plans to accomplish the team's goals and objectives in accordance with organizational mission and strategic plans.• Develop and update duty statements for the support team's employees as needed, establish performance expectations, complete Performance Appraisal Summary reports annually, complete probationary reports in a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.• Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel related laws, rules

	<p>established CDT administrative processes and procedures, and collective bargaining agreements.</p> <ul style="list-style-type: none"> • Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and department and agency protocols. • Encourage team building, facilitate cross training, and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change. • Foster methods for creative decision-making and problem solving and provide continuous feedback to employees. • Effectively contributes to the Department's Equal Employment Opportunity objectives. Ensures that there is a diverse workforce throughout the Division. • Manages the support team's budget preparation and expenditure control, including position management activities and management of vacancies. • Responsible for support team succession planning and ensures there are employees who can perform multiple functions with cross training • Perform classification management of support team (completing RPAs for promotions, classification changes, out of class assignments, etc.). • Ensure support team's processes and procedures are documented and centrally accessible to staff. • Monitor progress of Help Desk tickets assigned to the support team and verify tickets are updated appropriately and are resolved in a timely manner. • Participate in, develop and manage special projects ensuring timely delivery. • Ensure timely delivery of projects and unit's work product. • Review and maintain vendor contracts and timely renewals. • Ensure product levels are at current standards and staff are on track to upgrading and maintaining software and hardware levels as appropriate. • Defines, launches, and drives mission-critical strategic initiatives related to zSystems.
25%	<p>Primary contact for zSystems ESS services:</p> <ul style="list-style-type: none"> • Provide consulting services to our clients. • Advise CDT management and customers on ESS service offerings, metrics, key indicators and industry trends. • Develop proposed infrastructure solutions to meet customers' business needs. • Provide leadership for development standards and performance implications. • Review and provide impact assessment, including concerns and issues and concerns. • Meet regularly with staff, provide technical guidance and direction to staff, review work products, and provide constructive feedback. • Act as the escalation point for staff. • Assist with zSystems Academy and other types of training. • Provide guidance with zSystems Infrastructure hardware and software purchase, renewals, and analysis.
20%	<p>Administrative Duties:</p> <ul style="list-style-type: none"> • Complete weekly and monthly project status reports and keep management informed of issues and concerns. • Review and reconcile cost center monthly cost center expense/revenue reports to ensure unit is operating in alignment with CDT's cost recovery financial model. • Participate in Department/Division strategic and other planning meetings. • Access system service levels, performances, workload, and staffing capacity planning and preparation of Budget Change Proposals.
15%	<p>Communications & Market Unit Services:</p> <ul style="list-style-type: none"> • Prepare project plans and proposals to define and recommend business opportunities for ESS services. • Develop cost quotes for services based on client requirements and CDT published rates. • Support established service level objectives to demonstrate unit capabilities and qualifications to properly support and expand the services to other customers. • Develop and deliver presentations. • Prepare Executive and management reports. • Write, edit, and distribute customer communications.

5%

- Defines, launches, and drives mission-critical strategic initiatives related to zSystems Infrastructure Branch.
- Independently drafts, develops, and implements new and existing IT policies, standards and procedures in support of this effort.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Consult with software vendors and CDT Procurement to recommend the most advantageous service bundle and/or terms and conditions for software contracts used by the support team.
- Act as backup for manager and attend management meetings, prepare weekly/monthly team status reports.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- May be required to carry a cell phone.
- Must maintain consistent and predictable attendance.
- Position may require work outside of normal work hours with periodic weekend work.
- Some travel may be required to various offices and locations for meetings, training and conferences.
- Visiting the computer room floor(s) may be required at times.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- Works in an office environment operating a laptop, keyboard, mouse, monitor(s) and printers under non-natural lighting for prolonged hours.
- Professional business attire may be required.
- Use a laptop computer at meetings and other events; use desktop virtualization software from offsite locations; access various CDT applications or systems for information and data analysis; and use instant messaging and other IT tools to enhance communication.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Manager I receives general direction from the zSystems Infrastructure Services Information Technology Manager II to oversee and ensure successful delivery of the ESS infrastructure support services. It is expected as an incumbent to exercise good judgement, take independent actions and be knowledgeable of CDT policies and procedures as well as State personnel policies and procedures.

Actions and Consequences:

The ESS are key components of the CDT's Application Hosting Service Offering. Many of the customers' business applications depend on the availability of their applications to accomplish their business program functions. Without access to the data in the applications, state public services could be compromised. Since a number of CDT's customers are highly visible to the public, improper decisions on the part of the ITM I could adversely impact the service delivery and quality of the CDT service offering which in turn negatively affect the ability of State programs to perform mandated functions and deliver their public services.

Personal Contacts:

The ITM I interacts with all CDT personnel, customers and vendors on a regular bases. The interactions include attending project meetings involving CDT employees and/or customers, working with vendors and administrative staff on procurement requests, and consulting and advising CDT management.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

Participate in the CDT strategic and other planning meetings. Review support team's cost center reports to manage expenses and revenues. Determine rates for new services and adjust existing rates to ensure cost recovery. Assist CDT administrative efforts by providing input for Out-of-State travels, staff training needs, staff requirements for Budget Change Proposals and other information as requested by management. Provide formal written project status report

weekly to management. The report will provide updates on workload, progress of assignments, project issues, planning items and recommendations.

Supervision Exercised:

The ITM I provides management to eight (8) information technology staff, and is responsible for the complex projects involving the installation, configuration, maintenance, and problem determination/resolution of CDT's numerous zSystems environments. Occasionally, the incumbent might be called to act as project manager, leading teams of employees from multiple CDT support teams responsible for the delivery of CDT's complex projects.

Other Information

This position requires an individual with exceptional project management and interpersonal skills that can communicate effectively with highly technical IT staff, CDT management and with business customers. The ITM I should have some z/OS knowledge and experience and familiarity with zSystem tools (e.g., ISPF, SMPE, JCL, etc.) and understanding of the various database concepts and IT best practices such as database backups and business continuity.

Desirable Qualifications: (List in order of importance.)

- Good technical writing skills and good verbal communication skills.
- Knowledge of IT Project Management skills, practices and techniques to coordinate, monitor and follow-up on projects and assignments of others to ensure deadlines are met and communicate with CDT management, customer and stakeholders.
- Excellent customer service and documentation skills, System concepts, components and processing techniques.
- PC software tools such as Excel, Word, MS Teams, etc.
- Innovative, forward-thinking individual.
- Knowledge of the department's quality culture, core values, vision and mission.
- Development of project plans, tasks and schedules.
- Recommend appropriate IT solutions in response to defined need, and workload growth, customer requests, technology changes, forecasts, and historical data, following State and CDT guidelines.
- Understanding of the State's budget process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.		
INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.		
SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE