

San Francisco Bay Conservation and Development Commission

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State of California | Gavin Newsom – Governor | info@bcdc.ca.gov | www.bcdc.ca.gov

DUTY STATEMENT

NAME: TBD

CLASSIFICATION: INFORMATION TECHNOLOGY MANAGER I

WORKING TITLE: INFORMATION TECHNOLOGY MANAGER I

UNIT/DIVISION: OPERATIONS AND IT SERVICES

SUPERVISOR: DIRECTOR OF OPERATIONS AND IT SERVICES

FLSA: WWG E

CBID: M01

TENURE/TIMEBASE: FULL TIME, PERMANENT

POSITION SUMMARY

Under the general direction of the Director of Operations and Technology Services, the Information Technology Manager I serves as BCDC's Chief Information Officer (CIO). This position supervises two employees, Information Technology Analyst and an Information Technology Specialist I. The Chief Information Officer (CIO) provides leadership and direction in the development, implementation, operation, and maintenance of BCDC's information systems, computer services, network communications, and management information services to accomplish strategic goals. The CIO is also responsible for establishing and driving IT planning, policies, and programs; recommending and overseeing technology initiatives aligned with the advancement of organizational priorities and objectives; providing oversight for the operation and maintenance of BCDC's technology infrastructure and applications; and ensuring proper technology standards and processes are established and followed; establishing and maintaining data security and privacy standards; and establishing and monitoring service level measures and targets for all technology related activities.

The incumbent must promote and maintain a motivated, informed, and collaborative workforce where teamwork is valued and rewarded. Must possess strong communication and customer service skills and work collaboratively with internal program partners, vendor personnel, and external control agencies. The incumbent must have a working knowledge of project management with the best practices and methodologies as well as project management experience. Experience includes the management of projects, supporting process development and management, estimation techniques, requirements management, system/applications/software analysis and design, testing and implementation.

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This position is BCDC's main contact between department senior management and internal State of California departments including CNRA, and CDT, is the CIO attending meetings, leading projects, monitoring and assessing security controls, implementation and monitoring of budget related to IT spending, and making recommendations regarding technical and operation feasibility. This position supports all BCDC staff and is the lead for the Information Technology Team.

ESSENTIAL FUNCTIONS

30% SUPERVISORY AND ADMINISTRATIVE FUNCTIONS

- Conduct regular staff meetings and monitor, evaluate, document, and report of staff activities and project status to ensure performance and service level objectives are met.
- Recommend, develop, and plan high-level sensitive projects or studies. Identifies issues and take appropriate action.
- Build and lead a team of highly motivated and high-performing professionals; develop sustainable hiring, promotion, and retention strategies that foster an innovative, customer-focused culture.
- Support professional development through training, education, and diverse assignments.
- Complete training plans, probation reports, and other personnel-related products in a timely manner.

20% OPERATIONAL MANAGEMENT AND OVERSIGHT

- Develop and implement strategies for scalable, reliable, and secure IT infrastructure.
- Implements IT plans, operating policies and approaches, programs, and schedules, and ensures that technology is deployed efficiently and in a cost-effective manner.
- Monitors and evaluates overall operations of IT functions and recommends enhancements to advance organizational priorities and objectives.
- Develops IT budget proposals in support of division and organizational goals.
- Oversee the management of IT personnel, including setting expectations and ensuring accountability.
- Reviews and approves major contracts for IT services, vendors, licensing, and equipment.
- Develops, reviews, and certifies all back-up and disaster recovery procedures and plans.
- Evaluate emerging technologies and trends for adoption or enhancement.

20% INFORMATION TECHNOLOGY PROJECT MANAGEMENT

- Manage and/or oversee all aspects of one or more projects, including people, resources, and schedules. This may include but not limited to a new permits database and Teams voice working closely with Information Technology Specialist I.
- Define the scope of each project in collaboration with stakeholders and management.
- Apply industry standards, concepts, principles, guidelines, methods, practices, and processes prescribed by the California Project Management Framework (CA-PMF), Project Management Institute (PMI), California Project Approval Lifecycle (PAL), and State policies to manage multiple projects simultaneously throughout all phases of the Project Management and System Development Lifecycles.
- Monitor and track project progress (and adjust as needed) to ensure that all project deliverables are delivered on time, within budget and scope, and at the required level of quality. Proactively identify and manage issues and risks through avoidance, mitigation, and development of contingency plans.
- Create detailed work plans including schedules which identify and sequence the activities needed to successfully complete each project.
- Develop and sustain cooperative working relationships with project stakeholders through all project phases.
- Ensure adherence to quality control, IT security standards, and accessibility guidelines.
- Document business processes or operational activities, lessons learned, and all other relevant project documentation.
- Evaluate, monitor, and ensure compliance with laws, regulations, policies, standards, or procedures.
- Prepare project status reports by collecting, analyzing, and summarizing information and trends.
- Review the quality of the work completed by the project team on a regular basis to ensure that it meets established standards.
- Keep abreast of changes in industry practices, technological trends, and emerging technology trends by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops, or participating in professional organizations or conferences.

20% ENTERPRISE TECHNOLOGY MANAGEMENT

- Working closely with the Information Technology Specialist I develop and maintain security solutions that integrate with BCDC's enterprise network and meet required security controls.
- Oversee management of daily operations of BCDC's enterprise network including LAN/WAN, Wi-Fi, systems software integration, server maintenance of servers and

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reporting as required by agency and Department of Technology.

- Attend all Agency CIO required meetings with agency to provide feedback, recommendations and updates.
- Administer and support cloud services, including Microsoft 365 & Azure platforms.
- Review software architecture and make recommendations on technical and operational feasibility.

10% CONTRACT MANAGEMENT AND OTHER DUTIES AS ASSIGNED

- Responsible for creation, monitoring and fulfillment of all interagency contracts with CNRA, DWR and CDT and any other related to I.T. contracts.
- Responsible for oversight, monitoring, and preparation of IT budgets and IT Cost Reports annually staying within budgetary guidelines.
- Make recommendations to Director of Operations and Technology Services for updates technical expertise as needed.
- Serve as a subject matter expert for the California Department of Technology (CDT) and external vendors, providing customer requirements, change request, documentation, and recommendations for technology improvements.
- Lead or support special projects, including but not limited to AI, FileMaker Pro and other databases.

KNOWLEDGE, SKILLS and ABILITIES

- Ability to meet deadlines.
- Ability to work independently as BCDC's CIO making informed decisions and recommendations.
- Ability to communicate effectively with senior staff and CIO's of other agencies.
- Ability to manage staff providing direction, mentorship and leadership.
- Strong knowledge of Microsoft security software.
- Proficient understanding of project management principles, practices, and frameworks to drive complex initiatives, efforts, and projects to successful outcomes.
- Demonstrated leadership skills, including the ability to engage, inspire, empower, develop, and mentor staff.
- Excellent interpersonal and customer service skills with the ability to adjust to changing priorities and quickly respond to urgent matters.
- Ability to act in a professional manner and demonstrate a high degree of integrity, honesty, and ethical behavior; demonstrate openness and trust; establish and build rapport by modeling values-based behaviors; possess strong interpersonal and technical skills; promote teamwork and cross functional collaboration.
- All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and are free from discrimination.

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WORKING CONDITIONS

- Work in a stationary position (such as sitting or standing) for long periods of time utilizing a keyboard and computer.
- Required lifting at times of heavy equipment.
- Required to complete all required training as requested including Ethics, Sexual Harassment, Form 700 and Nepotism policies.
- Must use sound judgment under stress, effectively communicate information and consult with staff at all levels within and outside the department to complete work assignments.
- Must be able to complete assigned work accurately and on time, establish cooperative working relationships with staff at all levels within and outside the department and provide recommendations and/or feedback to all levels of staff both within and outside State civil service.
- Required to maintain a valid Defensive Drivers training card if operation of a state vehicle is needed to perform work. Occasional meetings or conferences may require travel.
- Work in a multi-story office building, Monday through Friday normal working hours. Flexible hours and telework may be considered in compliance with the BCDC Telework Policy.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

EMPLOYEE NAME	DATE
Information Technology Manager I	

EMPLOYEE NAME	DATE
Director of Operations and IT Services	

