

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 29703	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Custom Application Solutions I (CAS I)	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION IT Supervisor II	POSITION NUMBER 306-072-1404-003	CBID S01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday-Friday/ 8:00 a.m.-5:00 p.m.	TENURE Permanent	
WORKING TITLE CAS I Supervisor	TIMEBASE Fulltime	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☐ Rank and File ☒ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under general direction of the IT Manager I, the IT Supervisor II in the Department of General Services, Enterprise Technology Solutions within the Software Engineering domain, supervises the Custom Application Solutions (CAS) staff responsible for the maintenance, support, and/or development of numerous Custom applications within the Custom Application Solutions II (CAS II) unit, in accordance with the State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), and DGS policy, procedures, and strategic objectives.

☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing**SPECIAL REQUIREMENTS** ☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☒ Other (specify below in Description)**Other**

Telework - The employee must reside in California upon appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Plans, directs, and coordinates the work of professional staff and with architecture and development teams to perform code reviews by utilizing project management, communication, negotiation, and leadership skills in accordance with statewide IT governance laws, policies, and guidelines, Agile methodologies, DevOps, continuous development and integration, test-driven development and coding best practices in order to meet Agency & DGS's 'Cloud First' strategy and confirm that all solutions are aligned by reviewing, approving, and monitoring software development/maintenance

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PERCENTAGE	DESCRIPTION
	efforts and project deliverables to ensure strategic goals and project requirements and objectives are met.
30%	Leads, mentors, trains, and collaborates with a technical team comprised of software developers, architects, testers, analysts, contractors, and business partners utilizing tools like SharePoint Online, Azure DevOps, Project Management tools in order to develop a shared understanding of project goals and deliverables, collaborating software applications responsibilities among all CAM supervisors in order to build a stronger technical foundation to application defects, technical challenges, and impediments to ensure the highest quality system is delivered into production.
15%	Collaborates on the development and creation of the Project Approval Life-cycle (SIMM 19), procurement documentation (RFO, RFP, SOW), project plans, status reports, user stories, and incident logs utilizing project management applications, tools, templates, and best practices and communicates updates on development efforts in order to keep executive management, project sponsors, and development teams informed and ensure successful project completion.
10%	Analyzes enterprise-level software solutions to determine how different technologies could improve business and develop software solutions by applying advanced technical understanding and knowledge of Microsoft Technologies in order to further integrate application data with internal systems and processes to ensure we build and support a robust, reliable, scalable, secure, user-friendly, interoperability, and responsive design solutions for DGS and its customers.
10%	Oversees the development, refinement, management, and implementation of Department policies and procedures utilizing IT industry trends, industry and state standards (e.g. SAM, SIMM, ANSI) and best practices for Application Management, IT Governance, Change Management, and Release Management in order to set goals, incorporate feedback, and deliver reinforcement to ensure continuous service improvements of ETS processes.
10%	Supervises, directs, develops, and reviews the work of subordinate staff by communicating unit goals and objectives, establishing performance expectations, inputting, reviewing and approving/denying timesheets, managing staff requests for time off, maintaining adequate staffing, providing direction and information on OHR processes, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws, rules and regulations.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Attends educational workshops, networks with other IT personnel and vendors, and participates in information technology organization forums in order to maintain knowledge of industry trends and practices and enhance the technical knowledge of subordinate staff through training.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Will be required to report to the office as needed/required.

DESIRABLE QUALIFICATIONS

Experience leading Agile/DevOps teams and supporting CI/CD practices.

Proficiency with Microsoft technologies, including Azure DevOps and .NET.

Strong ability to mentor and guide technical staff across multiple roles.

Experience with PAL/SIMM 19 documentation and IT procurements.

Skill in analyzing and integrating enterprise-level software solutions.

Knowledge of statewide IT governance, SAM/SIMM, and industry standards.

Excellent communication and stakeholder management skills.

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

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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