

DUTY STATEMENT

TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)

25-122 PROPOSED**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	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Supervisor II		E. POSITION WORKING TITLE Service Desk Supervisor
F. CURRENT POSITION NUMBER 695-352-1404-009		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-352-1404-009
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech/ Service Management Operations/ Operations Center/ Service Operations/ Operations Team A – Day/ Gold Camp		I. SUPERVISOR NAME AND CLASSIFICATION Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) SUNDAY – THURSDAY / 7:00 AM – 3:30 PM / OPERATIONS TEAM A - DAY		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 type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering
	Organizational Setting and Major Functions Under the general direction of the Information Technology Manager I (IT Mgr I), the Information Technology Supervisor II (IT Sup II) performs the most complex and sensitive tasks related to statewide information technology (IT) management, oversight, and administration. The IT Sup II works in a multi-disciplinary environment overseeing technically advanced data processing systems. The IT Sup II manages a team of IT professionals at the Information Technology Technician, Information Technology Associate and Information Technology Specialist I levels who are responsible for responding to service and applications' degradation and interruption statewide. The IT Sup II is responsible for developing and maintaining the knowledge and skills necessary to comprehend and supervise the work performed by the Operations Center staff under his/her supervision.
% of time performing duties 35%	Essential Functions Staff Management and Supervision The IT Sup II is responsible for the performance of unit employees, including establishing performance expectations, annually updating duty statements, completing individual development plans, completing probationary reports, and implementing performance management, which shall include corrective and disciplinary actions as necessary. The IT Sup II shall encourage team building, facilitate cross training, and promote continuous improvement; use motivational techniques, provide training for employees, and create a positive climate for change. Tasks will include, but not be limited to, the following: <ul style="list-style-type: none">• Recruit, hire, train, and manage staff resources.• Schedule work assignments, set priorities, direct the work of assigned staff and make adjustments due to changing priorities.• Manage administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure appropriate staffing levels.• Provide continuous feedback to subordinate staff on performance issues and take appropriate action to correct deficiencies.• Implement progressive discipline and take corrective action when necessary.• Provide regular guidance to subordinates and assist with job related problems.• Develop staff training plans to identify training needs and developmental opportunities.
30%	Operational Supervision Organize, plan, analyze and supervise the delivery and quality of services provided by Operations Center staff in support of the operations and maintenance of information technology systems.

Monitor and manage the support of incident resolution, internal support team and vendor change related activities, and customer communication and interaction. Analyze and improve processes to drive customer satisfaction and monitor and measure service quality. Tasks will include, but not be limited to, the following:

Executes service operational strategies, conducts assessments, performance reviews, capacity planning, and cost/benefit analyses; define user requirements; establish technical specifications, and production, productivity, quality, and customer-service standards; contributes information and analysis to organizational strategic plans and reviews.

- Enhances service operations systems by analyzing and improving customer interaction and voice response systems. Evaluates staff in their use of technology and its impact on the customer experience. Trains, coaches, and mentors staff to promote excellent customer service and productivity.
- Maintains and improves service operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.
- Prepares service call performance reports by collecting, analyzing, and summarizing data and trends.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

20%

Process Improvement and Training

Review and assess current Operations Center processes for accuracy and efficiency. Verify that staff is fully trained on process execution and possess skills commensurate with their classification. Identify gaps and vulnerabilities and recommend solutions. Maintain documentation and libraries of information on systems, standard scheduled operations, approved processes, and subject matter expert contact information. Schedule periodic process review and training activities, including discussions, presentations, and table-top exercises. Participate in Change Advisory Board and Disaster Recovery meetings, activities, and exercises. Tasks will include, but not be limited to, the following:

- Train and develop staff in the use of ITSM tools.
- Periodically update Operations Center processes and procedures.
- Evaluate the ability of staff to identify and execute the proper process for given situations.
- Facilitate and enhance collaboration between Operations Center staff.
- Train staff on basic centralized computing support and processes to facilitate cross-training.
- Participate with computing support staff and managers in projects and initiatives.

10%

Customer Relations

Monitor interactions with internal and external customers to ensure a consistent and positive relationship between them and the Operations Center. Review responses to incidents and assigned tasks to ensure that proper actions were undertaken, and communications were provided to achieve a high degree of customer satisfaction. Create reports and documents in response to inquiries from customers and management. Encourage staff to provide excellent customer service and model the behavior that will result in positive customer feedback. Tasks will include, but not be limited to, the following:

- Respond to automated and customer-initiated reports of service disruption.
- Communicate with customers and OTech support staff to respond to customer requests.
- Monitor open incidents and problems, regardless of assignment, until resolution.
- Assess client satisfaction and use client feedback to improve service, reengineer processes, and further explore complex issues.
- Review and analyze operations and incident responses.
- Create and provide updates and reports in response to inquiries from customers and management.

Marginal Functions

5%

Participate in staffing and budgetary drills and initiatives. Other related duties as required.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

- Maintain consistent and regular attendance; communicate effectively (verbally and in writing, if both are appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely, effective, and efficient manner; and, adhere to all policies and procedures regarding attendance, leave, and conduct.
- May be required to work outside of standard business hours, be available for any one of three available shifts (Day, Swing, Grave), and be available via mobile communication device.
- May be required to travel for business purposes to customer sites primarily within Sacramento County; however, occasionally may need to travel to other locations within California.

Allocation Factors

Supervision Received:

General direction received from the IT Mgr I.

Actions and Consequences:

The IT Sup II mentors and leads a team of technology professionals whose action or inaction may have significant impact on the information systems supporting critical programs within numerous State and Local Government agencies. The IT Sup II has significant responsibility for good judgment, appropriate response, and proactive engagement. Poor decisions, judgment, management, and/or recommendations regarding these systems could result in client dissatisfaction, significant budgetary losses to the State due to extensive service disruption and public embarrassment to the Department.

Personal Contacts:

The IT Sup II will work closely with all levels of State government employees and vendors.

Administrative and Supervisory Responsibilities:

The IT Sup II is responsible for the general supervision of the unit, delegating and reviewing work products, personnel assignments and staff development.

Supervision Exercised:

The IT Sup II provides general supervision to subordinate staff as assigned. Acts in a lead capacity to other departmental staff to accomplish project management and oversight tasks.

Other Information

Desirable Qualifications:

- Ability to analyze complex problems and recommend effective courses of action.
- Ability to work efficiently under pressure and time constraints.
- Ability to develop cooperative working relationships.
- Ability to develop, motivate, and lead teams comprised of staff with diverse technical backgrounds.
- Ability to exercise initiative and good judgment, and make timely and effective decisions while maintaining diplomacy, tact, and professionalism.
- Ability to communicate effectively and in a professional manner with subordinates, customers, management, and peers.
- Ability to adapt well to changing priorities and provide leadership to staff during periods of change.

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