

## POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Manager I	Application Administration & Operations Support Group Manager
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-347-1405-003
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Application Administration & Operations Support Group	<i>Click here to enter text.</i>
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Production Services Division	Information Technology Manager II
BRANCH:	REVISION DATE:
Information Technology Branch	8/11/2021
<b>Duties Based on:</b> <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input type="checkbox"/> INT <input type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
<b>Check all that apply:</b> <input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> Call Center/Counter Environment <input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Requires DMV Pull Notice <input type="checkbox"/> Bilingual Fluency ( <i>specify below in Description</i> ) <input type="checkbox"/> Travel May be Required <input type="checkbox"/> Other ( <i>specify below in Description</i> )	
<b>Description of Position Requirements:</b> (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<b>Summary Statement:</b> (Briefly describe the position's organizational setting and major functions)	
<b>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</b> <input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering	
<p>Under the general direction of the Information Technology Manager II, the Information Technology Manager I (ITM I) plans, organizes, and directs Enterprise Application Administration and Application Operations Support functions through subordinate IT Supervisor II staff. The incumbent provides day-to-day managerial oversight of enterprise production support for mission-critical applications, including commercial, cloud-based, mainframe, and client-server systems supporting the Employment Development Department's (EDD) business programs and operations. The ITM I ensures application services meet established service levels for quality, timeliness, availability, performance, continuity, and security in accordance with Service Level Agreements (SLAs), Interagency Agreements (IAAs), contracts, and other governing requirements. The incumbent also manages operational resources, monitors service delivery and performance metrics, and identifies and escalates operational risks and issues as appropriate.</p>	

As a member of the Information Technology Branch (ITB) Management Team, the ITM I participates in branch-wide initiatives and the implementation of departmental and branch policies, standards, and procedures. The incumbent may serve as a project manager or operational lead for section-level initiatives and represents the branch on departmental task forces, committees, and workgroups, as assigned.

The incumbent contributes toward the growth of ITB into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

<b>Percentage of Duties</b>	<b>Essential Functions</b>
40%	Manages, directs, and coordinates resources and workload through subordinate supervisors within the Application Administration and Operations Support Group to ensure the group's mission is accomplished within established budget, quality, timeliness, performance, and security standards. Develops, implements, and administers the group's strategic and operational direction. Ensures production and performance standards documented in SLAs, IAAs, contracts, and other governing documents are met. Reviews, coordinates, and approves production changes, system maintenance, patches, and upgrades in accordance with established change and release management processes. Monitors system performance, capacity, incidents, problems, and operational risks, and ensures timely escalation and resolution. Maintains and analyzes operational metrics and documentation to evaluate workload, service delivery, system performance, and operational issues. Oversees resource management by identifying and ensuring the availability of staffing, equipment, space, funding, and other resources necessary to support operations. Ensures operations are adequately staffed, and that employees are properly trained and knowledgeable of operational and information security requirements. Establishes, implements, and maintains policies, practices, and procedures consistent with the Department goals, objectives, and operational needs.
25%	Develops staff and carries out Department and Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner according to the EDD Personnel Management Handbook. Manages administrative activities for group staffing and budgeting. Plans group's workload and maintains staff time estimates for projects and line of business activities. Prepares and provides weekly status report. The incumbent demonstrates knowledge on laws, rules, regulations, and polices including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
20%	Recommends, develops, proposes, and plans high-level, sensitive projects or studies, or performs staff work for the Section Chief (e.g., assist in the development of the departmental Disaster Recovery Plan). Conducts department-wide and multi-Branch projects and studies related to the Section's operations and technologies new to the Department in accordance with control agency standards.
10%	Participates as an active member of the IT Branch Senior Management Team. Establishes and maintains partnerships with ITB managers, Department program executives, other government entities, and vendor partners to ensure Division and Section goals and objectives are met, and services provided are efficient, effective, accurate, and timely. Acts as Section Chief in the Chief's absence, as necessary.

Percentage of Duties	Marginal Functions	
5%	Performs other duties as assigned.	
<b>4. WORK ENVIRONMENT</b> <i>(Choose all that apply)</i>		
Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 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: <i>Click here to enter text.</i>		
<b>Type of Environment:</b>		
<input type="checkbox"/> High Rise <input checked="" type="checkbox"/> Cubicle <input type="checkbox"/> Warehouse <input type="checkbox"/> Outdoors <input type="checkbox"/> Other:		
<b>Interaction with Customers:</b>		
<input type="checkbox"/> Required to work in the lobby <input type="checkbox"/> Required to work at a public counter <input type="checkbox"/> Required to assist customers on the phone <input type="checkbox"/> Required to assist customers in person <input type="checkbox"/> Other:		
<b>5. SUPERVISION EXERCISED:</b>		
<i>(List total per each classification of staff)</i>		
Directly: (2) IT Supervisor II, (3) IT Specialist II Indirectly: (2) IT Supervisor I, (9) IT Specialist I, (10) IT Associate		
<b>6. SIGNATURES</b>		
<b>Employee's Statement:</b>		
<i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
<b>Supervisor's Statement:</b>		
<i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name: <i>Click here to enter text.</i>		
Supervisor's Signature:		Date:
<b>7. HRSD USE ONLY</b>		
<b>Classification and Pay Group (CPG) Approval</b>		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
<input type="checkbox"/> Exceptional allocation, STD-625 on file.	nsw	2/3/2026

**Civil Service Classification**  
Information Technology Manager I

**Position Number**  
280-347-1405-003

**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