

DUTY STATEMENT



☐ CURRENT
☒ PROPOSED

CIVIL SERVICE CLASSIFICATION Information Technology Manager II		WORKING TITLE Head of Cloud Platforms and AI		
PROGRAM NAME Office of Information Services		UNIT NAME Cloud Platforms and AI		
2180 Harvard Street, Suite# 160, Sacramento CA 95815		POSITION NUMBER 400-175-1406-xxx		
BARGAINING UNIT M01	WORK WEEK GROUP E	BILINGUAL POSITION No	CONFLICT OF INTEREST FILER Yes	BACKGROUND CHECK No

General Statement

Under the general direction of the Chief Information Officer (CIO) of Department of Industrial Relations (DIR) in the Office of Information Services (OIS), the incumbent will lead and drive the strategic implementation and operational excellence of the ServiceNow, Google Cloud, Salesforce, Microsoft platforms across the Department, covering all projects for all divisions and maintenance and operations. The incumbent will provide expert consultative leadership to align technology with business goals, oversee system integrator performance, manage platform licenses, introduce cloud / platform innovations, and ensure security, scalable and sustainable automation solutions that advance enterprise efficiency and service delivery. Consults with senior management to ensure strategic goals are met.

Candidates must be able to perform the following essential functions with or without reasonable accommodation.

Percentage of Time Spent	Duties <u>Essential Job Functions</u>
30%	Strategic Leadership, Roadmap, and Governance <ul style="list-style-type: none"> Provide strategic leadership for all enterprise cloud platforms (Salesforce, ServiceNow, Google Cloud Platform, Microsoft cloud services) and AI capabilities, ensuring alignment with the department's mission, statewide IT policies, and executive priorities for digital modernization. Develop, maintain, and communicate an integrated multi-year roadmap for cloud, data, and AI platforms, including migration, modernization, technical debt reduction, and responsible AI adoption in coordination with business program executives and statewide initiatives. Establish and chair governance forums (e.g., Cloud/AI Steering Committee, Architecture Review Board) to evaluate platform investments, review solution designs, manage standards, and ensure compliance with state and federal regulations, security, and privacy requirements. Define and enforce enterprise standards, reference architectures, and best practices for SaaS, PaaS, and IaaS across Salesforce, ServiceNow, Google

DUTY STATEMENT



	<p>Cloud, and Microsoft platforms, including patterns for integration, data sharing, observability, and platform resilience.</p> <ul style="list-style-type: none"> Serve as principal advisor to department executives on opportunities and risks related to cloud, data, and AI; prepare briefings, recommendations, and decision documents for budget change proposals, strategic plans, and legislative or control-agency inquiries.
30%	<p>Program, Portfolio, and Project Delivery Oversight</p> <ul style="list-style-type: none"> Direct and oversee all projects and programs that leverage Salesforce, ServiceNow, Google Cloud Data Platform, Microsoft cloud services, and AI technologies, ensuring scope, schedule, budget, and quality objectives are met using recognized project and product management practices. Supervise and provide leadership to IT Manager I and other supervisors responsible for individual platform teams (e.g., Salesforce, ServiceNow, Data/Google Cloud, Microsoft/Infrastructure), setting priorities, resolving cross-platform conflicts, and removing escalated barriers. Establish and maintain a unified intake, triage, and prioritization process for enhancement, new solutions, and technical work (e.g., backlog grooming, road mapping) across all platforms, ensuring clear service levels and alignment with business value and regulatory deadlines. Oversee procurement and vendor management for platform-related products and services, including contract negotiations, statements of work, and performance management for cloud, SaaS, AI, consulting, and managed service providers. Champion modern delivery practices (Agile, DevSecOps, CI/CD, MLOps/LLMOps) for platform and AI solutions, ensuring teams adopt iterative delivery, automated testing, and continuous improvement to support rapid but controlled change.
25%	<p>Operations, Security, Compliance, and Risk Management</p> <ul style="list-style-type: none"> Ensure reliable, secure, and compliant Maintenance & Operations for all supported platforms, including environment management, patching, release management, backup and recovery, monitoring, and incident/problem management across business-critical systems. Oversee implementation of cybersecurity and privacy controls for cloud and AI platforms (e.g., identity and access management, data encryption, data

DUTY STATEMENT



	<p>residency, logging, and monitoring) consistent with state policy, FedRAMP and other applicable public-sector standards.</p> <ul style="list-style-type: none"> Define, monitor, and report on operational metrics and service level agreements (SLAs/OLAs) for platform availability, performance, capacity, data quality, and AI model performance, using dashboards and regular reviews with IT Manager I and platform leads. Lead risk identification and mitigation activities for cloud and AI, including technical, security, compliance, vendor, and operational risks; maintain risk registers, mitigation plans, and escalation paths for critical issues and outages. Coordinate and support internal and external audits, security assessments, disaster recovery exercises, business continuity planning, and corrective action plans related to the department's cloud, data, and AI platforms.
10%	<p>Talent Management, Recruitment, and Workforce Development</p> <ul style="list-style-type: none"> Provide leadership, direction, and performance management for subordinate IT Manager I and supervisory staff, including work planning, coaching, evaluations, progressive discipline, and recognition, in alignment with State of California HR rules and labor agreements. Lead recruitment, selection, and onboarding for highly skilled staff across cloud, data, integration, and AI disciplines, ensuring classification alignment, duty statements, and hiring practices support attraction and retention of top public-sector and industry talent. Develop workforce development strategies and training plans to build and sustain skills in Salesforce, ServiceNow, Google Cloud, Microsoft platforms, data engineering, and AI/ML (including GenAI and MLOps/LLMOps), leveraging vendor programs and statewide training resources. Foster a culture of innovation, collaboration, and continuous learning, encouraging staff to propose modernization ideas, proof-of-concepts, and process improvements that enhance constituent services and operational efficiency.
Percentage of Time Spent	Other Job Functions
5%	Innovation, Partnerships, and External Engagement

DUTY STATEMENT



- Scan public and private sector trends in cloud, data, cybersecurity, and Artificial Intelligence; evaluate new features and services from Salesforce, ServiceNow, Google, Microsoft, and other providers for potential adoption, while maintaining responsible and ethical AI practices.
- Initiate and oversee pilots and proof-of-concepts for emerging capabilities (e.g., AI agents, low-code/no-code, advanced analytics, digital assistants) to validate value, security, and scalability before enterprise roll-out.
- Build and maintain strategic relationships with vendors, peer agencies, statewide technology and data programs, and professional organizations to share best practices and position the department as a leader in cloud and AI-enabled government services.
- Represent the department in statewide workgroups, committees, and cross-jurisdictional initiatives related to cloud platforms, data platforms, and Artificial Intelligence, ensuring departmental needs and innovations are visible and coordinated.

Conduct, Attendance, and Performance Expectations

This position requires the IT Manager II to maintain acceptable, consistent and regular attendance at such level as is determined at the department's sole discretion; Must be regularly available and willing to work the hours the department determines necessary or desirable to meet its business needs. The IT Manager II effectively communicates appropriately when dealing with the public and/or other employees of the department; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Supervision Received

The IT Manager II reports directly to and receives the majority of assignments from the CIO.

Supervision Exercised

The Information Technology Manager II supervises approximately 6 subordinate staff in the Information Technology Manager classification.

Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts

Work Environment

The incumbent performs work in an open-spaced, partitioned office environment with an assigned office in Sacramento, CA. The office is climate-controlled with natural and artificial light. The incumbent will utilize the computer daily. DIR is currently in a hybrid telework schedule and Incumbent will be required to work on site two days a week.

Special Requirements/Other Information



DIR does not participate in E-Verify.

Physical Abilities

The incumbent is regularly required to be in a stationary position for long periods of time and communicate; frequently required to operate a computer for extended periods of time, and to move/transport office items in a safe manner. The incumbent must constantly position self to use standard office equipment.

Additional Requirements/Expectations

1. Leadership and Vision

- Expected to provide visionary leadership for an integrated cloud, data, and AI ecosystem that advances the department's mission and statewide digital modernization priorities.
- Serves as a primary advisor to executives on cloud and AI opportunities, risks, and investments, translating technical topics into clear business and policy implications.

2. Enterprise Governance and Accountability

- Owns enterprise standards, reference architectures, and governance processes for all major platforms, and is accountable for cross-platform consistency, interoperability, and compliance.
- Expected to lead or chair governance bodies and ensure alignment with state and federal policies, security, privacy, and audit requirements.

3. Delivery Excellence and Operational Reliability

- Responsible for consistently delivering complex projects and programs on time and within budget, using formal project, product, and portfolio management practices.
- Accountable for high availability, performance, and reliability of mission-critical platforms, including clear SLAs/OLAs, incident management, and rapid resolution of escalations.

4. Security, Risk, and Compliance Mindset

- Must proactively manage cybersecurity, privacy, and compliance risks for all platforms and AI solutions, working closely with security and privacy offices.
- Expected to anticipate and mitigate risks (technical, vendor, operational) and lead responses to audits, assessments, and disaster recovery or business continuity events.

5. People Management and Culture

- Responsible for building and leading a high-performing leadership team (IT Manager I and supervisors), including recruitment, coaching, performance management, and succession planning.

DUTY STATEMENT



- Expected to foster a culture of innovation, collaboration, and continuous learning, with a strong emphasis on staff development in cloud, data, and AI skills.

6. Innovation and External Engagement

- Expected to stay current on public and private sector trends in cloud and AI, evaluate emerging capabilities, and lead pilots and proofs-of-concept that have clear value and risk controls.

Represents the department in external forums, statewide initiatives, and vendor or partner engagements, positioning the organization as a forward-leaning, cloud- and AI-enabled government agency.

Personal Contacts

Employee Acknowledgment

I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.

Employee Name

Employee Signature

Employee Sign Date

Supervisor Acknowledgment

I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.

Supervisor Name

Supervisor Signature

Supervisor Sign Date

HUMAN RESOURCES OFFICE APPROVAL

J.W.

C&S Analyst Initials

2/4/2026

Approval Date