

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
D. CIVIL SERVICE CLASSIFICATION Information Technology Supervisor II		E. POSITION WORKING TITLE IT Strategy Manager
F. CURRENT POSITION NUMBER 695-245-1404-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR) 695-245-1404-001
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administrative Services/Rates and Cost Recovery/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) UP TO 40 HRS/WEEK, MON – FRI BETWEEN THE OURS OF 7AM AND 5 PM		K. POSITION REQUIREMENTS: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" 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 checked="" 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 checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions <p>Under the general direction of the Rates & Cost Recovery, Information Technology (IT) Manager I, the IT Supervisor II will perform at the full supervisory level by planning, organizing and directing the work of the unit as well as performing the most difficult or sensitive work as it relates to the department's Rates and Cost Recovery functions including financial analysis, rate-setting, cost allocations, billing and chargeback processes. The IT Supervisor II provides supervision, leadership, mentoring, planning and administrative support and guidance for the day-to-day operations.</p>
% of time performing duties	Essential Functions <ul style="list-style-type: none"> 25% Plan and coordinate billing operations, including data collection and validation, billing rate application, financial analysis and updates to CDT's billing system and its interfaces. Identify and monitor billing performance measures, documenting compliance with departmental standards and customer service expectations. Coordinate with CDT technical staff in addressing customer and service level issues. Provide directions on the establishment of a variety of services including the development and implementation of services rates and complex chargeback methodologies. Coordinate data validation activities, monthly invoice generation and timely preparation of financial reports. <ul style="list-style-type: none"> 25% Coordinate and approve billing systems changes, enhancements and modifications including development of scope of work, business requirements, system analysis, testing and implementation, documentation, and other materials and functions to meet the needs of the department's chargeback model. Participate in vendor/product solution evaluation, selection and manage contacts as it relates to the cost recovery function. Provide direction and guidance on system changes in support of new services, new customer requirements, report requirements, and/or management requests. Communicate with customers and/or colleagues on a regular basis in regard to system changes that impact business processes and/or downstream systems. Participate in the resolution of complex billing and cost recovery issues including meeting and negotiating with customer departments and IT vendors.

25%

- Works closely with cost center managers to ensure the accurate allocation of expenditures, accurate data collection, and service rate analyses.
- Oversee the complex indirect cost and fund allocation process and formulate new methodologies as needed due to funding changes.
- Oversee the completion of monthly cost allocation, invoice generation and accounts receivable processes within California's statewide financial system, FI\$CAL, used to produce expense reporting, invoicing and Electronic Funds Transfer (EFT) via State Controller's Office (SCO).
- Evaluate and monitor the financial performance of the departmental services and recommend rate adjustments as necessary to ensure cost recovery.
- Conduct sensitive and complex analysis of individual service revenues, expenditures, customer utilization projections, and recommend financial strategies to ensure their continued solvency.
- Coordinate the intake of service requests, preparation of cost estimates and execution of invoicing for services.
- Recommend and implement improvements to existing systems and processes.
- Review work products, analytical studies, proposals and correspondence and provide feedback.
- Work with the Department of Finance and/or Government Operations Agency on the analysis and approval of rate packages, budget requests or other mandated reports.

20%

- Perform day-to-day supervisory activities for the unit.
- Develop plans to accomplish unit goals and objectives in accordance with organizational mission and strategic plan.
- Develop and update duty statements for unit employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel-related laws, rules, established CDT administrative processes and procedures, and collective bargaining agreements.
- Ensure subordinate employees comply with all CDT's policies, office standard operating procedures, and department and agency protocols.
- Encourage team building, facilitate cross training and promote continuous improvement. Use motivation techniques, provide training for employees, create a positive climate for change, implement solution-oriented supervisory style that respects, encourages, includes and promotes the interests of subordinate staff. Foster methods of creative decision-making and problem solving and provide continuous feedback to employees.

% of time
performing duties
5%

Marginal Functions

Maintain the integrity of the financial systems used by Rates and Cost Recovery. In the absence of the IT Manager I, the IT Supervisor II will be required to respond to all issues related to the rates and cost recovery operation of the department, including acting as the departmental representative.

Work Environment Requirements

- Travel to other CDT campuses or customer location may be required.
- Work weekends, overtime, or holidays may be required.
- The incumbent will work in a standard office.
- This position is eligible for telework and will be required in-person attendance in accordance with CDT's telework policy & procedures.

Allocation Factors

Supervision Received:

The IT Supervisor II will receive general direction from the Rates and Cost Recovery IT Manager I. The IT Supervisor II will receive generally defined objectives, priorities and deadlines depending on the project or assignment. The incumbent acts independently with minimal supervision on rates, cost recovery and billing systems and tools issues. This position requires the incumbent to utilize creativity and ingenuity for developing various procedures and policies as well as the ability to deliver, and to oversee for the Unit, the delivery of completed staff work to both in-hours and external CDT customers.

Actions and Consequences:

To assure the accuracy and integrity of CDT's chargeback system, solid and logical decision-making ability is imperative. Improper execution of duties where poor judgment or decisions are made will result in inaccurate recommendations to CDT and to customer departments in the selection and provision of CDT's business solutions and IT service offerings.

Personal Contacts:

Daily communications with CDT technical and administrative/managerial personnel, and the public and private sectors, such as vendors.

Administrative and Supervisory Responsibilities:

Planning, managing the development, and implementation of financial systems in support of the Rates and Cost Recovery program. Provide oversight to teams and staff to ensure enhancement to existing systems and development of enterprise financial solutions. Incumbent must be knowledgeable of SAM, Federal, State, DGS, CDT and other control agencies regulations, policies, procedures and practices.

Supervision Exercised:

The IT Supervisor II will supervise a staff of five Information Technology Associates, and two Information Technology Specialist I positions. The incumbent will train and develop staff to ensure they're able to perform a variety of recurring and well-defined tasks and completion of daily/monthly workload due dates. The incumbent will be responsible for evaluating employee work performance, keeping staff abreast of changing personnel policies, and interviewing and recruiting for vacant positions within the unit.

Other Information

Desirable Qualifications:

- Ability to stay informed on newly enacted legislation, and State and Federal rules and regulations to determine the impact on the financial organization.
- Ability to work independently and be able to work under tight project deadlines.
- Ability to demonstrate creativity, conceptualize new ideas, identify potential opportunities for replacing or expanding systems capabilities and searching for emerging technologies.
- Expertise in MS Products (Word, Excel, Outlook, Project, Visio, Power Bi), CalTABS, (billing system) FI\$CAL, ServiceNow and mainframe applications and tools.
- Expertise in financial analysis, rate-setting, cost allocations, billing and chargeback processes functions for IT services.
- Ability to work with minimal instruction.
- Ability to multi-task, leading and/or participating on numerous projects simultaneously.
- Ability to communicate and work effectively and professionally with all levels of managers, staff, customer departments and private vendors
- Maintain excellent attendance.
- Ability to work extended hours.

- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- Ability to exercise judgement and exercise a great deal of initiative.
- Knowledge of printers, fax machines and other office tools.

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
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SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
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