

**DEPARTMENT OF JUSTICE
DIVISION OF ADMINISTRATIVE SERVICES
OFFICE OF LEGAL SUPPORT SERVICES
CASE MANAGEMENT SECTION
DUTY STATEMENT**

NAME: vacant

POSITION: 420-054-4801-007

JOB TITLE: Supervisor II

STATEMENT OF DUTIES: The Supervisor II oversees the Office of the Attorney General's (OAG) enterprise-wide case management system (ProLaw), the OAG's production reporting and analysis tool (Cognos), and all third-party integrated and non-integrated applications used by legal staff. The Supervisor II should be knowledgeable of the OAG's 43 legal practice areas including its policies and procedures, as well as the wide range of legal support services provided to the legal enterprise. The Supervisor II works closely with CMS supervisors, CMS technical staff, and staff in the Legal Executive Unit, the five Legal Divisions, Legal Support Operations, Budgets, and Accounting Units in support of the legal enterprise. The Supervisor II is familiar with project management principles and practices, business process development, data management and reporting, adult learning theories and training course development. The Supervisor II understands state budget and fiscal processes, manages IT software and maintenance contracts, and has extensive knowledge and experience in the legal field, including civil and criminal law procedures.

SUPERVISION RECEIVED: Under the general direction of the Information Technology Manager I (ITM I) of the Case Management Section and may also receive direction from the Legal Technology Officer, Division of Administrative Services .

SUPERVISION EXERCISED: Through four subordinate supervisors, manages and oversees a group of 23 managerial, analytical and clerical staff responsible for mission critical, complex and sensitive support functions. Staff are located in Sacramento, San Francisco, Oakland, Los Angeles and San Diego.

TYPICAL WORKING CONDITIONS: Enclosed office in a smoke-free environment. Travel is required. In a remote work environment, home office or similar hybrid environment. Ability to sit, type, rotate, and work at a computer workstation.

HYBRID TELEWORK POSITIONS: This position offers a hybrid schedule, i.e., combined remote and in-office work schedules. While teleworking, the employee must maintain safe working conditions at the approved alternate location and abide by the Department's Ergonomic Program Guidelines. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

- 35%** Oversee the daily activities of four Supervisor Is and a team of twenty (20) Solutions Analysts, comprised of Analysts II and Is. Provide ongoing direction and feedback (verbal and written) to staff regarding assignments, project management, performance issues, and employee onboarding and training. Oversees the Legal Records Retention Manager Specialist in reinforcing DOJ's legal file retention guidelines. Oversees the Business Intelligence and Document Automation Team to ensure cohesiveness between Front Office Intake Analysts and Technical Report Developers. Will be the liaison for Supervisor Is and the IT Supervisor II. The Supervisor II will ensure quality control of the most complex reports and document templates prior to implementation.

- 35%** **Knowledge and Information Management** – Ensure open lines of communication amongst internal teams, including the Training Team, BI and Document Automation Team, Quality Control and Audit Team, Technical Team, and the ITM II regarding status of projects and other tasks. Work closely with Quality Control and Audit Team Supervisor I to review Help Desk reports on a weekly basis to ensure information provided to end users is consistent and accurate.

- 10%** **Change Management** - Final reviewer and approver of all ProLaw-related Change Requests. Consult with Chief Assistant Attorneys General, Legal Division Managers, Senior Assistant Attorneys General, Accounting and Budget Office management, and Client Agencies to provide business solutions utilizing CMS's various software applications. Oversee the development of highly complex software customizations that support business requirements for a complex set of policy, client agency, and legislatively mandated processes. Supervisor II works with various programs within the Department of Justice on practice-specific processes to develop methods of tracking workload and maximizing financial and professional resources.

- 10%** **Training** – Supervisor II is responsible to ensure that CMS training is meeting the needs of the ProLaw users. Will facilitate the more complex classes, especially those related to the analysis of reports and their connection to fiscal and workload management. May also be asked to facilitate the more complex Cognos classes. Supervisor II works closely with legal division senior staff to identify potential deficiencies in billing practices and tracking of Section workload and will provide training as necessary.

- 5%** Recruit, interview, evaluate, select, and hire new personnel for the section. Conduct performance appraisals and prepare requisite evaluation reports. Develop supporting evaluations and recommendations for staff advancement and Merit Salary Adjustments. Take necessary preventive, corrective, and formal disciplinary action and document in accordance with State and Departmental policies, practices, and procedures.

- 5%** Assists the ITM II with budget projections, budget oversight, and BCP development; assists with development and administration of multiple information technology and software contracts, IT solutions providers, consultants and major software vendors.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

- I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.
- I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.
- I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.
- I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature

Date

Supervisor's Signature

Date