

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Type of Duty Statement: Current & Proposed

Revision Date: 02/02/2026

1. Position Information			
A. Employee Name:			
B. Position Number:	C. CBID:	D. WWG:	E. Effective Date:
817-433-1404-003	S01	E	
F. Classification Title:		G. Working Title:	
Information Technology Supervisor II		Design Solutions Supervisor	
H. Division:		I. Branch/Section/Unit:	
Technology Services		Application Development and Testing/Innovative Design Section/Design Solutions	
2. POSITION REQUIREMENTS			
Special Requirement: <i>Check All that Apply</i>			
<input type="checkbox"/> Bilingual Fluency (Non-English Language) - Specify Below <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Other - Specify Below			
A. Special Requirements Description, as applicable:			
N/A			
B. Conflict of Interest Required (Gov. Code 87300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.			
3. SUPERVISION			
A. Supervision Received:			
The incumbent reports directly to the Information Technology Manager I in the Innovative Design Section.			
B. Supervision Exercised:			
The incumbent supervises IT staff in the Design Solutions Unit.			

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) 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 and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

This position is at the full supervisory level. Under the general direction of the Information Technology Manager I (ITM I), the Information Technology Supervisor II has full supervisory and oversight responsibility for the Design Solutions Unit. The incumbent supports the software development process in the Innovative Design Section, Application Development & Testing Branch, Technology Services Division (TSD) that supports various applications for the Department of Child Support Services (DCSS).

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
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ESSENTIAL FUNCTIONS

IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input checked="" type="checkbox"/> Business Technology Mgmt. <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> IT Project Mgmt. <input checked="" type="checkbox"/> System Engineering <input type="checkbox"/> Information Security <input type="checkbox"/> Client Services
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35 %	<p>Supervise and Manage Workload: Provide leadership and oversight for the Design Solutions Unit, ensuring effective supervision and direction of staff. Manage workload using Agile principles, Scrum Framework and Design Thinking. Continually improve services for DCSS customers through user research, user experience design, rapid prototyping, and usability testing. Support the software development process through management of discovery sessions, design sprints, prototypes, design specifications, architectural reviews, and impediment resolution to meet defined functional and non-functional requirements, features, user stories, and acceptance criteria. Monitor and evaluate staff performance, skill development, and delivery cadence. Ensure all Design Solutions work products are logically structured, easy to maintain, accurately documented, and effectively managed in approved tools, following best practices.</p>
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30 %	<p>Agile Leadership: Provide strategic leadership to guide and empower Designers in developing proficiency in design sprints, user research, user experience design, rapid prototyping, usability testing, impediment resolution, and self-organization to enhance team productivity. Foster collaboration and adherence to design methods, Agile principles, DCSS vision, and industry standards to achieve organizational initiatives. Partner with supervisors and managers to support Designers and delivery teams by providing clear direction, mentoring, and supervision, including setting expectations, defining roles, and reinforcing responsibilities to sustain a successful Agile environment. Lead strategic planning and visioning efforts to continuously improve the Design Solutions program. Collaborate with architects and stakeholders to design, plan, and implement industry-standard methods and tools by gathering metrics to develop and execute improvement strategies. Establish and maintain standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of design tools. Monitor design tools performance and health, coordinate system installations, oversee operations, and manage upgrades in alignment with DCSS processes to maintain an efficient and effective design program.</p>
10 %	<p>Training and Staff Development: Ensure staff receive both formal and informal training to deliver high-quality service to DCSS customers and successfully perform their roles and responsibilities while embracing Agile development practices. Promote understanding and application of Agile principles to effectively implement DCSS software that meets intended business outcomes. Provide training for the design team to create and interpret DCSS technical documents, including specifications, system capabilities, interdependencies, and compatibilities. Ensure staff are proficient in using artifacts, tools, procedures, and industry standards to design software that maintains system health and meets business, system, and technical requirements. Conduct annual reviews and mentor staff to aid them in their personal growth.</p>

10 %	<p>Collaborate to Deliver Software:</p> <p>Provide oversight and collaborate to ensure designs are thoroughly developed, meet initiative objectives, and are ready for release, providing maximum effectiveness and efficiency for the user community and client groups. Utilize tools and maintain communication with management, designers, architects, and delivery teams to report status and make informed deployment recommendations. Collaborate with designers, release coordinators, managers, administrators, and delivery teams to plan release activities and make recommendations for software releases and system upgrades that support smooth, successful deployments.</p>
10 %	<p>Customer Service:</p> <p>Deliver exceptional customer service by communicating clearly and effectively with diverse technical and non-technical audiences across all organizational levels within DCSS, as well as contractors, vendors, local child support agencies (LCSAs), and State and Federal agencies. Support DCSS systems and the Application Development & Testing Branch through professional, collaborative interactions, both oral and written, using a positive and solutions-focused approach.</p>

MARGINAL FUNCTIONS

5 %	Special Projects and Other: Represent Application Development and Testing Branch on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings and act as a back-up for peers and the ITM I in the Innovative Design Section. Invest in personal development and growth to maintain supervisory-level knowledge in the information technology field with emphasis on services.
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines, political, and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program that may result in cost to the taxpayers, inability to meet DCSS goals and objectives, and may discredit DCSS. Failure to identify risks and issues in a timely manner could result in slippages in schedules, increased costs, stop or slow services to our customers, and/or jeopardize the integrity of the DCSS systems and the department. Poor communication and coordination can adversely affect the Child Support Program and the children of California.

B. Personal Contacts:

The incumbent has daily, weekly, and monthly contact in person, email, web-based forums, and phone with the Innovative Design ITM I, Applications Development & Testing Branch Chief, Applications Development & Testing managers and supervisors, DCSS and LCSA staff, State of California staff, other governmental agencies, contractors, interface partners, and vendors to communicate general, confidential, sensitive, technical, and informative information.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: Yes No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	