

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

JOB TITLE: Information Technology Manager II (ITM II)

POSITION: 420-054-1406-xxx

INCUMBENT: vacant

PRIMARY DOMAIN(S): Business Technology Management

SECONDARY DOMAIN(S): Software Engineering, Client Services, Information Security Engineering

STATEMENT OF DUTIES:

The Information Technology Manager II (ITM II) of the Case Management Section (CMS) within the Division of Administrative Services and Office of Legal Support Services is responsible for the management and control of all aspects of legal, litigation data/case management services which are provided to the legal clients throughout the Department of Justice (DOJ). The incumbent provides executive-level leadership for the Department of Justice's enterprise case-management, billing, and reporting platforms, ensuring that technology strategies advance Attorney General mandates, statutory obligations, and business objectives.

The services provided include the analysis of user needs, system design, development of system and program specifications, software selection, configuration, and maintenance. The ITM II has oversight of systems testing, problem resolution, development of user guides, monitoring the performance of operational systems, Legal Case Management System (LCMS) integrations, and user consulting. The ITM II is expected to provide leadership, analysis, and direction to ensure effective and efficient maintenance of new and existing automated systems and applications. The ITM II directly manages an IT Supervisor II, ITS II, I's, ITA's and (pending) ITS III, SSM II, SSMI, AGPA, and SSA classifications within the CMS; Advanced design, technical services and support, including legal executive-level DOJ user communities are provided by these direct reports; and service architecture development, implementation, integration, and support from this Section represent all aspects of the Department's legal, and regulatory billing and reporting activities. The ITM II position provides oversight of multiple test and production environments and ancillary applications serving internal DOJ legal clients. The ITM II manages the Case Management Section (CMS), which is responsible for the development, coordination, deployment, end user training, and support of standard and custom legal software for all DOJ workstations for all Legal Division users in various locations statewide. This section is also responsible for the coordination, testing, and deployment of software patches/upgrades for the legal case management software on DOJ end user devices, applications used by legal staff. The managed section consists of the local CMS, supporting offices in the Sacramento area, and the regional AGO locations throughout rest of the state. This section has staff located in Sacramento and multiple other locations throughout the state including in San Francisco, Los Angeles, and San Diego.

SUPERVISION RECEIVED: Receives broad administrative and policy direction from the Legal Technology Officer (LTO) (CEA A) or the Director (CEA B) of the Office of Legal Support Services.

SUPERVISION EXERCISED: The ITM II will supervise an Information Technology Supervisor II, an Informational Technology Specialist II/III, an Information Technology

Specialist II, a Staff Services Manager II and indirectly supervise four (4) Information Technology Associates, four (4) Information Technology Specialists I, fourteen (14) Associate Governmental Program Analysts, two (2) Associate Governmental Program Analysts (retired annuitants), four (4) Staff Services Analysts and one (1) Office Technician distributed statewide (Sacramento, Los Angeles, San Diego, Oakland, and San Francisco).

Typical Working Conditions: Office or home office environment; statewide travel as required. Occasional non-standard hours during critical deployments or legislative deadlines.

ESSENTIAL FUNCTIONS:

30% - Project Planning, Management, and Leadership

- Provides recommendations to the Legal Technology Officer and DAS Division executive management on program IT requests. Evaluates proposals for new/enhanced information technology services from clients and make appropriate recommendations and/or decisions.
- Reviews feasibility and technical design documents for overall soundness of analysis, appropriateness of selected technologies, and application of sound data processing techniques.
- Plans, organizes, staffs, directs, and controls the activities of three distinct support units to accomplish the assigned mission of the CMS. Prepares budget estimates, budget change proposals, and justifications for personnel and hardware resources required to support the mission of the DAS. Works with executive management in the definition of policy, mission, long-range plan, goals, and objectives of the Legal Technology Branch and engagement and direction for all mission-critical case-management, billing, BI/reporting, and ancillary systems, ensuring alignment with Attorney General mandates and DOJ business objectives.

30% - Implementation Readiness, Management, and Implementation

- Act as portfolio and project manager for all CMS initiatives, guiding teams through the Project Approval Lifecycle (PAL) and Project Delivery Lifecycle (PDL). Develop work-breakdown structures, cost models, and baseline schedules.
- Forecast and implement projects and initiatives to facilitate the effective and efficient delivery of products and services to CMS customers and stakeholders; serve as project sponsor and remediate issues and risks around agile or waterfall implementations.
- Establish risk registers, issue logs, corrective-action plans, and performance dashboards; oversee, track, and monitor progress to ensure risks and issues are documented, communicated, and resolved in a timely manner.
- Support enterprise project approval and portfolio management to enable coordinated strategic planning, clear visibility into enterprise risks, and alignment with departmental priorities.
- Establish and implement a structured organizational change-management approach so changes resulting from enterprise projects are smoothly implemented with a focus on wider business impacts.
- Provide fiscal oversight—including budget development, monitoring, and reporting—for all CMS IT projects; oversee development of IT proposals, procurements, Post-Implementation Evaluation Reports (PIERs), and other PAL/PDL artifacts to ensure compliance with State procurement and project-reporting statutes in working with the enterprise PM Office.

Duty Statement ITM II – DAS/OLSS/CMS

- Coordinate implementation-readiness and cut-over planning activities to guarantee system stability, data integrity, and business-continuity objectives are met prior to go-live.
- Ensures highly experienced resources engage leadership roles such as project leads, team leads, technical leads, consultants etc. Monitors operations and introduce new skills and tools to assist resources in achieving required levels of competence. Establishes goals, objectives, and success criteria for staff and work with them to achieve these goals through active management of plans and schedules. Ensures work is completed within scope, schedule, and budget. Facilitates decisions between management and practitioners to improve their level of control over performance through improved predictability and information.
- Establishes, implements, monitors policies, and procedures by using knowledge of, and having access to, current and changing legal technology practices and trends gleaned from the private legal sector, local, state, and federal government. Responsible for ensuring staff and resources are focused adequately on coordinating activities as well as providing high quality services. Ensures the achievement of DOJ goals and objectives through strong integration with the use of technology in solving business problems.
- Sets strategic direction with management planning for incremental maturity growth in performance in the process areas prioritized by management. Establishes and executes internal portfolio management processes to ensure resource assignments based on priority projects. Measures performance based on best practice and agreed-upon metrics. Coordinates with other interdepartmental and DOJ units to ensure legal support objectives are achieved.

15% Supervise and Mentor Subordinate Managers

- Reviews recruitment procedures, hiring plans, staff development plans of subordinates, develops and reviews performance reports, appointment documents, staff advancement, and Merit Salary Adjustments (MSA) for appropriateness of action and adherence to departmental hiring, Equal Employment Rights and Resolution Office, and Affirmative Action policies. Conducts performance appraisals and prepares requisite evaluation reports. Consults with subordinate managers on issues of preventive, corrective, and formal disciplinary action and supervisory problems in accordance with state and departmental policies, practices, and procedures.

10% - Resource & Vendor Management

- Plan, organize, direct, and evaluate the work of multidisciplinary State and contract employees; provide full-range management and supervision—including recruiting, hiring, training, coaching, evaluating performance, and administering progressive discipline—to ensure CMS activities support departmental priorities, projects, and initiatives. Resolve operational issues and impediments and provide guidance to staff in day-to-day activities.
- Manage resource utilization and capacity planning; produce multi-year spend plans, negotiate complex contracts, and oversee vendor performance against SLAs and Delivery Expectation Documents.
- Provide leadership, guidance, and oversight for the development, implementation, and maintenance of plans, proposals, policies, procedures, standards, and toolkits that facilitate program/project work and daily CMS operations.
- Oversee statewide training for legal professionals on CMS applications, ensuring effective knowledge transfer and continuous support readiness.

Duty Statement ITM II – DAS/OLSS/CMS

- Conduct regular one-on-one meetings with direct reports to discuss professional development and career goals; counsel employees and apply progressive discipline when necessary to improve performance.

5 % - Policy & Compliance Related to CMS

- Oversee and ensure compliance with DAS, departmental, state-level, and federal policies, procedures, and standards; develop and implement ongoing process-improvement plans and strategies to remain aligned with statewide directives and industry trends.
- Work closely with enterprise architects and OGC security teams to develop, publish, and enforce departmental IT policies, standards, and procedures consistent with SAM, SIMM, SCM, IEEE, NIST 800-53, CJIS 5.9, HIPAA, and other DOJ directives.
- Lead internal/external audits, security assessments, and system reviews; prepare remediation plans, statutory reports, and responses to, DOF-ITCU, LAO, and other oversight bodies.
- Advise executives on legal-billing governance, data-retention requirements, and privacy legislation; translate emerging laws into actionable IT controls and system enhancements.

5 % - Stakeholder Engagement & Executive Reporting

- Craft and deliver executive briefings, scorecards, legislative testimony, and issue papers; maintain comprehensive communication plans for internal and external stakeholders.
- Facilitate workshops to capture requirements, document goals, and guide change-management activities; mediate cross-functional issues and escalations.
- Represent DOJ interests in statewide interagency workgroups and oversight meetings, ensuring CMS alignment with enterprise initiatives and control-agency guidance.
- Oversee the preparation and submission of critical CMS data reports, compliance requests, and mandatory certifications to satisfy legislative, departmental, audit, and annual recertification requirements.

5% - Continuous Improvement & Innovation

- Collaborate with OGC to research and evaluate emerging technologies, including AI and machine-learning analytics, low-code/no-code platforms, and cloud services, for potential adoption or integration within CMS and Legal Division software.
- Lead proofs-of-concept and pilot projects; quantify ROI and recommend adoption strategies that enhance the case management, data quality, reporting accuracy, and user experience.
- Drive KPI-based process improvements, review enterprise-service and topology changes for security impacts, and champion knowledge-sharing across CMS teams.

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.

Duty Statement ITM II – DAS/OLSS/CMS

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