

**DUTY STATEMENT**  
TECH 052 (REV. 02/2018)

**PROPOSED**

25-181

**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 3/2/2026	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE IT Infrastructure Manager
F. CURRENT POSITION NUMBER 695-364-1405-010		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Platform/ zSystems Infrastructure Services Services/ zInfrastructure & O/S Support/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Reeta Hook, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input 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).

	<p><b>Information Technology Domains</b> (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input type="checkbox"/> Business Technology Management      <input checked="" type="checkbox"/> IT Project Management      <input type="checkbox"/> Client Services</p> <p><input type="checkbox"/> Information Security Engineering      <input checked="" type="checkbox"/> Software Engineering      <input checked="" type="checkbox"/> System Engineering</p>
	<p><b>Organizational Setting and Major Functions</b></p> <p>Under general direction of the Information Technology Manager (ITM) II of zSystems Infrastructure Services, the Information Technology Manager (ITM) I over zSystems Infrastructure (Mainframe) and O/S Support (zIOS) is a leadership position focused on strategic direction and operational excellence of our mainframe environment. This role encompasses a broad spectrum of infrastructure and project management activities requiring in-depth analysis and an advanced level of organizational understanding and support of innovative technical pursuits. Decisions regarding the work to be done include undefined issues and elements. The work requires probing and analysis to determine the nature and scope of the problems and continuing efforts to establish concepts, theories, or programs; or to resolve problems generally without established guidance. Incumbents demonstrate all the necessary qualities of effective project or function leadership and play a key role in the success in the department's use of IT and to the business as a whole. Incumbents also possess the general and technical competencies needed to train/mentor organization staff and customers in a complex technical area or process.</p> <p>The ITM I manages and directs the staff in the zIOS Unit that is responsible for the installation, configuration, maintenance, and problem resolution of hardware and software including z/OS and Enterprise Linux platforms at the CDT for state and public entity customers, as well as application and communication software.</p>
<p>% of time performing duties 35%</p>	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p>Perform day-to-day managerial activities for the zIOS:</p> <ul style="list-style-type: none"> <li>• Develop plans to accomplish the team's goals and objectives in accordance with organizational mission and strategic plans.</li> <li>• Develop and update duty statements for the support team's employees as needed, establish performance expectations, complete Performance Appraisal Summary reports annually, complete probationary reports in 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.</li> <li>• 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.</li> <li>• Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and department and agency protocols.</li> </ul>

% of time performing duties

- Encourage team building, facilitate cross training, and promote continuous improvement. Use motivation techniques, provide training for employees, and create a positive climate for change.
- Foster methods for creative decision-making and problem solving and provide continuous feedback to employees.
- Effectively contributes to the Department's Equal Employment Opportunity objectives. Ensures that there is a diverse workforce throughout the Division.
- Manages the support team's budget preparation and expenditure control, including position management activities and management of vacancies.
- Responsible for support team succession planning and ensures there are employees who can perform multiple functions.
- Perform classification management of support team (completing RPAs for promotions, classification changes, out of class assignments, etc.).
- Ensure support team's processes and procedures are documented and centrally accessible to staff.
- Monitor progress of Help Desk tickets assigned to the support team and verify tickets are updated appropriately and are resolved in a timely manner with updates.
- Manage team SLAs.
- Manage team's workload efficiently.
- Plan and manage refresh cycles and upgrades with effective delegation.
- Lead and manage unit projects from initiation through completion, ensuring timely delivery.
- Develop forecasts, strategic roadmaps, and collaborate with staff and other team members to define project timelines and schedules.
- Ensure all hardware and software remain under active support coverage and manage renewals proactively to prevent lapses.

25%

Primary contact for z/OS services:

- Provide consulting services to our clients.
- Attend customer meetings and support ongoing stakeholder engagement and relationship management.
- Advise CDT management and customers on z/OS and Enterprise Linux platform service offerings and industry trends.
- Develop proposed infrastructure solutions to meet customers' business needs.
- May assume responsibility for the oversight and management of specialized training programs and academies, as organizational needs evolve.
- Provide leadership for development standards and performance implications of database design.
- Review and provide impact assessment, including concerns and issues and concerns.
- Review purchases and renewal contracts.
- Ensure team coverage.

20%

Administrative Duties:

- Complete weekly and monthly project status reports and keep management informed of issues and concerns.
- Review and reconcile cost center monthly cost center expense/revenue reports to ensure unit is operating in alignment with CDT's cost recovery financial model.
- Participate in Department/Division strategic and other planning meetings.
- Access system service levels, performances, workload, and staffing capacity planning and preparation of Budget Change Proposals and Infrastructure capacity planning.

15%

Additional Unit Services:

- Prepare project plans, presentations and proposals to define and recommend business opportunities for z/OS and Enterprise Linux services.
- Develop cost quotes for services based on client requirements and CDT published rates.
- Support established service level objectives to demonstrate unit capabilities and qualifications to properly support and expand the services to other customers.
- Organize customer forums and conduct presentations as needed to support communication and outreach efforts.

5%

**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.)

- Consult with software vendors and CDT Procurement to recommend the most advantageous service bundle and/or terms and conditions for software contracts used by the support team.
- Other duties as required.
- Act as backup for other section managers and branch manager. Attend management meetings, prepare weekly/monthly team status reports.

### **Work Environment Requirements**

- Position may require the ability to be contacted for service outages or other emergencies.
- Must maintain consistent and predictable attendance.
- Position may require work outside of normal work hours.
- Some work may be required on CDT computer rooms.
- Some travel may be required for troubleshooting, meetings, training and conferences.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). This position requires an additional background check for DOJ to protect their interests.

### **Allocation Factors (Complete each of the following factors.)**

#### **Supervision Received:**

The Information Technology Manager I receives general direction of the zSystems Infrastructure Services Information Technology Manager II to oversee and ensure successful delivery of the z/OS and Enterprise Linux platforms infrastructure support services. It is expected as an incumbent to exercise good judgement, take independent actions and be knowledgeable of CDT policies and procedures as well as State personnel policies and procedures.

#### **Actions and Consequences:**

The z/OS and Enterprise Linux platforms are key components of the CDT's Application Hosting Service Offering. Many of the customers' business applications depend on the availability of their applications to accomplish their business program functions. Without access to the data in the applications, state public services could be compromised. Since a number of CDT's customers are highly visible to the public, improper decisions on the part of the ITM I could adversely impact the service delivery and quality of the CDT service offering, which in turn negatively affect the ability of State programs to perform mandated functions and deliver their public services.

#### **Personal Contacts:**

The ITM I interacts with all CDT personnel, customers and vendors on a regular basis. The interactions include attending project meetings involving CDT employees and/or customers, working with vendors and administrative staff on procurement requests, and consulting and advising CDT management.

#### **Administrative and Supervisory Responsibilities** Indicate "None" if this is a non-supervisory position.)

Participate in CDT strategic and other planning meetings. Review support team's cost center reports to manage expenses and revenues. Determine rates for new services and adjust existing rates to ensure cost recovery. Assist CDT administrative efforts by providing input for Out-of-State travels, staff training needs, staff requirements for Budget Change Proposals and other information as requested by management. Provide formal written project status report weekly to management. The report will provide updates on workload, progress of assignments, project issues, planning items and recommendations.

#### **Supervision Exercised:**

The ITM I provides management to sixteen (16) information technology staff, and is responsible for the complex projects involving the installation, configuration, maintenance, and problem determination/resolution of CDT's numerous z/OS and Enterprise Linux platforms environments. Occasionally, the incumbent might be called to act as project manager, leading teams of employees from multiple CDT support teams responsible for the delivery of CDT's complex projects.

### **Other Information**

This position requires an individual with exceptional project management and interpersonal skills that can communicate effectively with highly technical IT staff, CDT management and with business customers. The ITM I should have strong z/OS knowledge and experience and familiarity with zSystem tools (e.g., ISPF, SMPE, JCL, etc.) and understanding of the various database concepts and IT best practices such as database backups and business continuity.

**Desirable Qualifications:** (List in order of importance.)

- Good technical writing skills and verbal communication skills.
- Knowledge of IBM (mainframe) hardware and zSystem concepts.
- Strategic Technical Infrastructure Management including refreshes, upgrades and maintenance and operations.
- Knowledge of Operating system maintenance such z/OS/zLinux (or similar) operating systems.
- Proficient with Productivity Tools such as MS Excel, Word, HTML, etc.
- Innovative, forward-thinking individual.
- Knowledge of the department's quality culture, core values, vision and mission.
- Familiar with Change Management.
- Experienced with Incident management and Operational Leadership.
- Experienced with technical contract renewals and negotiations.
- Knowledge of IT project management practices and techniques.
- Development of project plans, tasks and schedules.
- Strong presentation skills and the ability to effectively convey ideas and information to diverse audiences.
- Effectively engage and manage relationships with diverse stakeholders, ensuring clear communication and alignment on project goals.
- Experience in managing IT-related software and hardware contracts and overseeing renewal processes, ensuring alignment with organizational needs and strategic objectives.

**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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