

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Information Technology Supervisor II

POSITION NUMBER:

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Information Systems Division/Operations Branch

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Customer Support Bureau

SUPERVISOR'S NAME:

Natalie Belton

SUPERVISOR'S CLASS:

Information Technology Manager I

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

SUPERVISOR'S SIGNATURE

DATE

I have read this duty statement and agree that it represents the duties I am assigned.

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

(1) Information Technology Specialist I and eight (8) Information Technology Associates.

Total number of positions for which this position is responsible: 9

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

ISD's mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

The IT Supervisor II reports directly to the IT Manager I. The IT Supervisor II is responsible for providing high level technical support to users utilizing California Department of Social Services (CDSS) Information Technology (IT) equipment in coordination with the Service Desk. The IT Supervisor II provides planning, project management oversight, resource management, performance review and technical direction. The IT Supervisor II also works closely with program in support of their most complex/high level IT needs including new IT projects, maintenance and support of existing systems, and remediation of technical problems.

A. RESPONSIBILITIES OF POSITION:

35% - Provide leadership and oversight for the Information Systems Division (ISD) Service Desk as the department-wide Single Point of Contact, ensuring the delivery of high-quality customer service and effective support for all IT equipment, systems, applications, and services. Supervise technical staff involved in ISD service delivery, fostering team building, cross-training, and continuous process improvement. Direct, plan, schedule, and prioritize Service Desk operations and projects to support department needs. Act as an escalation point for all ISD Service Desk issues, coordinating timely resolution and ensuring appropriate follow-through with customers to achieve satisfactory outcomes. Serve as a liaison between ISD and customers to assist in issue resolution and to strengthen customer relationships through regular meetings and communication. Monitor, review, and maintain ticket assignments within the call tracking system and VCC Call Center Solution. Analyze trends related to incidents, outages, repeat issues, and resolution effectiveness. Perform root cause analysis and coordinate corrective actions to improve turnaround times, call resolution rates, and overall service quality. Ensure adherence to ITIL best practices, including incident and change management, and coordinate ISD change notifications by assessing customer impact and communicating timelines effectively.

25% - Serve as liaison between users and IT management in reporting the most difficult problems that may be encountered dealing with network, software, hardware, or other IT related issues. Manage, diagnose, resolve, and report system and operational problems reported by the end user community that are affiliated with the current supported Department standards including operating system or IT equipment.

20% - Manage the work assignment, troubleshooting, problem solving, and work activities with bureau supervisors/managers. Manage and coordinate the troubleshooting efforts between users and all levels of Service desk support staff in resolving the most difficult system and operational problems involving state equipment. Provide continual independent analysis of the overall needs for Department IT solutions statewide.

15% - Study, learn, and implement future technology changes and best practices as the Department IT infrastructure continues to evolve. Attend trainings to keep up to date on the latest trends and changes in the IT field. Understand and participate on the ITIL fundamentals. Attend and participate in the Daily Stand-Up Meetings and other ITIL meetings as needed.

5% - Perform other job-related duties as assigned by the management, including but not limited to, providing support for other Department IT management and staff, and acting as Department liaison attending recurring meetings. Provides informal and formal training and problem resolution as necessary.

B. SUPERVISION RECEIVED:

The IT Supervisor II is under the general direction of the IT Manager I, who will ensure the IT Supervisor II is aware of the Bureau, Branch, Division and Department goals and policies to support them through project activities and management actions.

C. ADMINISTRATIVE RESPONSIBILITY:

Reinforces Bureau, Branch, Division, and Departmental goals, as well as established policies and procedures, with subordinate Service Desk staff through assigned work activities. Develops, reviews, and recommends effective policies and procedures related to Service Desk operations, including incident, request, and problem management; end-user support; and the intake, escalation, and resolution of IT services. The IT Supervisor II works closely with program and division management to provide technical guidance and operational support for enterprise end-user systems and applications. The IT Supervisor II participates in staff skills assessments, job performance evaluations, and the development of annual training and development plans. Assigns, monitors, reviews, and approves Service Desk work products and ensures accurate reporting of work activities through the incident management system, call tracking tools, and related customer support platforms.

D. PERSONAL CONTACTS:

The IT Supervisor II has frequent contact with CDSS executives, Program management and rank and file staff. The DPM II also works with other State departments, Counties, and various vendors and consultants.

E. ACTIONS AND CONSEQUENCES:

The IT Supervisor II exercises sound judgment in making decisions that affect all aspects of Service Desk operations. Failure to exercise appropriate judgment may adversely impact ISD's ability to deliver reliable, timely, and effective IT support services to the Department. The IT Supervisor II is responsible for ensuring Service Desk activities and supported programs comply with applicable IT policies, standards, and procedures. Failure to properly enforce these requirements may result in service disruptions, security or compliance risks, financial penalties, and additional costs to the Department due to ineffective oversight or mismanagement of IT systems, tools, and services.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).