DUTY STATEMENT
Department of Finance
Human Resources Office

The Department of Finance's mission is to serve as the Governor's chief fiscal policy advisor and to promote long-term fiscal sustainability and responsible resource allocation.

NAME		EFFECTIVE DATE	Month, Day, Year
UNIT		POSITION NUMBER	300-XXX-1406-XXX
CLASSIFICATION	Information Technology Manager II		

SCOPE

This is the managerial level. Under the administrative direction of the Chief Information Officer (CIO), the Information Technology Manager II (ITM II) serves as Chief of Digital Services and Delivery and is responsible for managing multiple technical disciplines, including software development, database administration, web and graphic design, project management, and business analysis. The incumbent provides managerial oversight of complex digital initiatives and ensures alignment with enterprise architecture, security standards, accessibility requirements, and statewide IT policies. The incumbent influences organizational information technology policy formulates long-range information technology programs and objectives and reviews the implementation and conformance of information technology programs to organizational policies and objectives. The incumbent is responsible for planning, organizing, and directing the work of multiple information technology programs or units.

ESSENTIAL FUNCTIONS

25%	**Digital Strategy and Oversight** • Develop and maintain a multi-year digital services roadmap aligned with organizational and enterprise IT strategies. • Establish governance, standards, and quality assurance practices for software, database, and web development. • Ensure compliance with statewide IT policies, security requirements, data governance standards, and accessibility guidelines. • Provide executive reporting on digital portfolio performance, risks, and resource capacity.
25%	**Project Management and Business Analysis** • Establish standardized project management and business analysis practices • Align project portfolio to departmental strategy and priorities • Ensure business cases, scope, and value realization are clearly defined • Monitor portfolio health (risk, budget, timeline, benefits realization.) • Supervise project managers and business analysts
20%	**Software Development and Database Administration and design** • Oversee teams responsible for application development, system integration, and database architecture. • Direct modernization of legacy systems and implementation of scalable, secure, cloud-ready solutions. • Ensure adoption of Agile and DevOps methodologies to improve delivery speed and quality. • Promote secure coding practices and coordinate application security testing.

15%	**Web Design and Development, Graphic Design, and Digital Experience** • Oversee web platforms and digital content delivery to ensure usability, ADA compliance, and brand consistency. • Implement user-centered design practices to enhance customer experience across digital channels. • Oversee graphic design services supporting digital communications and engagement.
15%	**Administrative and Personnel Management** • Provide direction, oversight, leadership, coaching, and mentoring to Digital Services and Delivery managers, including work and succession planning and performance management. • Support recruitment, selection, onboarding, and retention efforts. • Promote staff training and development. • Manage budgets related to digital initiatives, contracts, and software licensing. • Foster a culture of accountability, innovation, collaboration, and continuous improvement. • Attend professional development activities to remain current on emerging technologies and best practices. • Participate in strategic and tactical planning and the formulation, evaluation, and implementation of departmental information technology policies and procedures. • Perform other related duties as assigned to support the mission of the organization.

SPECIAL REQUIREMENTS

- May require occasional evening and weekend work to support system deployments, production releases, and critical incident response.
- Required to make time-sensitive decisions affecting enterprise systems, data integrity, and service continuity.
- Frequent interaction with executive leadership, control agencies, vendors, and external stakeholders requires clear, concise, and timely communication.
- Willingness and ability to accept increasing responsibility.

KNOWLEDGE, SKILLS, AND ABILITIES

The incumbent is required to possess all knowledge and abilities for all Information Technology classifications, and the following abilities:

- Vision and strategic thinking
- Results-driven leadership
- Business and technology acumen
- Ethical leadership and integrity
- Talent management and team development
- Customer-centered design and service excellence
- Excellent written, verbal, and interpersonal communication
- Manage through subordinate supervisors
- Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment
- Effectively contribute to the department's Equal Employment Opportunity objectives

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (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 discuss your concerns with the assigned HR analyst.) I also acknowledge, under certain circumstances, I may be required to physically come into the office at any time within a reasonable amount of time.

EMPLOYEE SIGNATURE		DATE	
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.			
SUPERVISOR NAME			
SUPERVISOR SIGNATURE		DATE	
PROGRAM BUDGET MANAGER (PBM) NAME			
PBM SIGNATURE		DATE	