



Classification: Information Technology Manager I
 Position Number: 880-280-1405-006

DUTY STATEMENT

CURRENT PROPOSED

RPA Number: 25-280-081	Classification Title: Information Technology Manager I	Position Number: 880-280-1405-006
Incumbent Name: Vacant	Working Title: Help Desk and Client Services Manager	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	CBID: M01
Division/Office: Division of Information Technology		Section/Unit: Help Desk and Client Services
Supervisor's Name: Corey Dickman		Supervisor's Classification: Information Technology Manager II

Human Resources Use Only:	
HR Analyst Approval:	Date:

General Statement
Under the general direction of the IT Infrastructure and Client Support Branch (ITICSB) Branch Manager in the Division of Information Technology (DIT) and consistent with good customer service practice and the goals of the State and Regional Board's Strategic Plan, the incumbent works independently on the most complex enterprise Windows server, desktop, and telecommunication systems. The incumbent is recognized as the technical expert in desktop and server administration for the Help Desk and Client Services unit. The incumbent is responsible for planning, directing, coordinating, implementing, maintaining, and monitoring the desktop, mobile, and server technology utilized by the Water Boards.
Position Description
This position requires the incumbent to be courteous, communicate effectively and professionally (verbally and in writing) with team members and customers, follow through on commitments, provide timely responses and consider internal and external customer input when completing work assignments. The incumbent will provide services from IT domains including business technology management, systems engineering, and client services.
Essential Functions (Including percentage of time):



35%	Direct and coordinate technical support staff to ensure sufficient resource allocation for on-going support of enterprise applications and systems. Schedules and maintain coverage of first-line support for problems encountered by users. Develops and maintains a staff training plan. Sets priorities for maintenance-related changes to hardware and software. Assure that support tools are up-to-date and functioning properly. Assigns workload to subordinate staff. Tracks employee attendance. Actively recruits to fill vacant positions. Provides technical training, mentoring and knowledge transfer to DIT staff on all aspects of systems analysis, troubleshooting, testing, implementation, maintenance, and operations. Evaluates team members' skill levels in order to appropriately address training requirements.
30%	Maintains a large-scale Microsoft Active Directory environment. Troubleshoot issues and problems in Active Directory or M365 production environments. Handles Tier 3-level support issues. Develops and designs scripts to automate system administration. Writes, deploys, tests, and validates software packages, performs software troubleshooting, system tuning, evaluations, upgrades, installations, patching, and monitoring of system issues. Designs and administers complex group policy. Applies and maintains software security updates. Develops, reviews, and approves change control requests. Deploys, configures, and maintains Microsoft 365 products (Office, Teams, SharePoint, and OneDrive). Provisions cloud and customer accounts. Manages the Service Now System. Manages all aspects of telecom services, including scheduling moves, line additions, and change orders. Manages the enterprise printing and imaging systems. Plans hardware and software upgrades for Microsoft Server 2019. Configures and maintains file replication servers.
20%	Directs and coordinates technical support staff responsible for the services supporting the M365 services for the Water Boards. Provides expert technical guidance, direction, and supervision to technical analysts charged with performing complex information technology product support. Coordinates with other DIT teams as needed to resolve complex problems. Uses innovation to apply business knowledge to complex technical solutions. Develop tools to automate routine tasks and improve the efficiency and accuracy of staff work. Recommends changes to reduce problems and minimize the occurrence and impact of all incidents. Coordinates, leads, and monitors technical system inquiries. Assesses and recommends enhancements and improvements to the architecture of the supported platform. Provides third-tier operational support.
Marginal Functions (Including percentage of time):	
10%	Attends regularly scheduled DIT staff meetings, training sessions, and conferences.
5%	Perform other duties as required.
Typical Physical Conditions/Demands:	



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The job requires extensive use of a personal computer and the ability to sit/stand at a desk, while utilizing a phone and keyboard for extended periods of time. Ability to lift 15 pounds, bend, and reach above the shoulders to retrieve computer equipment.

Typical Working Conditions:

The incumbent works on the 8th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work, may be necessary to support operational needs. Travel may be required locally and within the state.

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date