

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Type of Duty Statement: Current & Proposed

Revision Date: 04/01/2026

1. Position Information			
A. Employee Name:			
B. Position Number:	C. CBID:	D. WWG:	E. Effective Date:
817-434-1404-001	S01	E	
F. Classification Title:		G. Working Title:	
Information Technology Supervisor II		Testing Supervisor	
H. Division:	I. Branch/Section/Unit:		
Technology Services	Application Development & Testing/Testing/Testing Unit 2		
2. POSITION REQUIREMENTS			
Special Requirement: <i>Check All that Apply</i>			
<input type="checkbox"/> Bilingual Fluency (Non-English Language) - Specify Below <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Other - Specify Below			
A. Special Requirements Description, as applicable:			
N/A			
B. Conflict of Interest Required (Gov. Code 87300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.			
3. SUPERVISION			
A. Supervision Received:			
The incumbent reports directly to the Information Technology Manager I in the Testing Section.			
B. Supervision Exercised:			
The incumbent supervises Information Technology staff in the Testing 2 Unit.			

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

Under the general direction of the Information Technology Manager I (ITM I), the Information Technology Supervisor II (IT SUP II) has full supervisory and oversight responsibility for the Testing 2 Unit, Testing Section, Applications Development & Testing Branch within Technology Services Division (TSD).

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
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ESSENTIAL FUNCTIONS

IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input checked="" type="checkbox"/> Business Technology Mgmt. <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> IT Project Mgmt. <input type="checkbox"/> System Engineering <input type="checkbox"/> Information Security <input type="checkbox"/> Client Services
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40 %	<p>Supervise Testing and Agile Methodology: Supervise and direct the Testing I Unit team workload utilizing the Agile mindset to implement the Agile culture to the IT Branch software development process, tools, and working environment to continually improve services to Department of Child Support Services (DCSS) customers. Provide oversight, support, and manage the testers in the transformation to the Agile mindset. Follow the principles of TSD process and procedures for Agile Software Development, DCSS testing tools, and industry standards to support the software development process including: system test, file exchange testing, and automated regression testing using test tools, test cases, and test data to test software systems to meet defined functional and non-functional requirements. Monitor and review the skill level, work performed, and cadence of the testers to ensure the tester work products are created and documented in a logical, simple, and easy-to-maintain format that contains the correct data for relevant testing scenarios and scripts and are properly managed in the tools while following approved processes and best practices to meet the needs of the testers, delivery teams, management, and DCSS.</p>
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25 %	<p>Strategic Planning & Testing Standards Development & Monitoring: Guide and empower staff to become proficient in impediment resolution and self-organization for increased productivity by working collaboratively to adhere to Agile disciplines, DCSS vision, and IT industry standards to meet DCSS initiatives. Perform strategic planning and visioning to modernize the testing program. Work with test strategists and others to design, plan, and implement industry standard testing methods and continually improve the testing and automated regression testing program and tools by gathering metrics and developing and implementing strategies for improvements to support a successful DCSS testing program. Develop, document, and implement standards, procedures, and controls to ensure proper installation, configuration, maintenance, security, reliability, and availability of testing tools and test data for the DCSS testing program. Monitor the health and performance of the testing tools, coordinate system installation, oversee operations, and upgrades to system test tools and environments using DCSS processes to maintain an efficient testing program.</p>
10 %	<p>Staff Training: Ensure staff receive formal and informal training to guarantee a high level of service to DCSS and our customers. Ensure the team understands and performs the roles and responsibilities to be successful in their job while embracing the Agile development approach to effectively and efficiently implement DCSS software that meets the intended business outcome. Ensure the team is trained to create and comprehend DCSS technical documents, including interpret specifications, system capabilities, interdependencies, and compatibilities using artifacts, tools, procedures, and industry standards to efficiently and effectively test software to maintain the health of DCSS systems and meet the business requirements, system requirements, and system specifications.</p>

10 %	<p>Release Planning: Ensure the breadth and depth of the design has been thoroughly tested, is ready for a release, meets the intended initiative, and serves the needs of the user community and client group with the highest degree of effectiveness and efficiency. Utilize tools and communication with delivery teams to report the status prior to recommending the deployment. Consult with testers, release coordinators, management, administrators, and delivery teams to plan release activities and make recommendations for software releases and system upgrades for smooth deployments.</p>
10 %	<p>Customer Service: Provide excellent customer service, communicate effectively, and interact orally and in writing with diverse technical and non-technical groups, spanning all organizational levels within DCSS including contractors, vendors, and other State and federal agencies to support DCSS systems, the IT Branch, and DCSS using an enthusiastic and invigorating approach.</p>

MARGINAL FUNCTIONS

5 %	Represent Application Development and Testing Branch on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings and back-up for peers and the ITM I in the Testing Section. Invest in personal development and growth to maintain supervisory-level knowledge in the information technology field with emphasis on services.
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support program and the children of California.

The incumbent is responsible for independent work within business constraints, recommendations to executives, decisions for projects, and outputs. The incumbent is also responsible for program, project, and staff decisions and actions. The consequence of error may have statewide and enterprise-wide impacts, including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

B. Personal Contacts:

The incumbent has daily, weekly, and monthly contact in person, email, web-based forums, and phone with the Testing ITM I, Branch Chief, managers, supervisors within TSD, DCSS and Local Child Support Agency staff, other governmental agencies, contractors, interface partners, and vendors to communicate general, confidential, sensitive, technical, and informative information.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: Yes No

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	