

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1 & Non-represented

EMPLOYEE	CLASS TITLE: Information Technology Manager I WORKING TITLE: Cybersecurity Solutions Manager	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Homeland Security Division (HSD)/California Cybersecurity Integration Center (Cal-CSIC) / Mission Support Branch (MSB)	POSITION NUMBER: 163-420-1405-001 (12041)	CBID: M01
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	ALTERNATE RANGE (If applicable): N/A	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>1. SUPERVISION RECEIVED: The Information Technology Manager I (ITM I), Cybersecurity Solutions Manager receives general direction from the Mission Support Branch (MSB) Information Technology Manager II (ITM II); however, direction and assignments may also come from the California Cybersecurity Integration Center (Cal-CSIC) Commander, or Deputy Commander, when designated.</p>		
<p>2. SUPERVISION EXERCISED: The ITM I is responsible for functionally overseeing a multi-agency team of technical staff composed of IT professionals at various levels. Given the cross-agency nature of the role, the ITM I also provides direction to technical IT staff from partner agencies assigned to the Cal-CSIC within the MSB team.</p>		
<p>3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): The work for this position is carried out in a professional office setting, where business attire is required. The ability to work additional hours, handle pressure to meet deadlines, use a computer for communication and written material preparation, and travel to various locations for meetings, training, and conferences is expected. Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.</p>		
<p>4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): The incumbent will have daily contact with a variety of individuals, including California Governor's Office of Emergency Services (Cal OES) staff, representatives from state and federal agencies (i.e., Department of Technology, Department of Finance, the Legislature, etc.), consultants, vendors, local government officials, and private non-profit organizations representatives.</p>		
<p>5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Failure to effectively perform the duties of the position will result in the agency's inability to ensure consistency and compliance with state and federal law, regulation, policies, plans and procedures. This could result in statewide impacts, including, but not limited to, loss of state and federal disaster assistance funding for Cal OES, other state agencies, local agencies, PNP organizations, individuals and businesses impacted by disasters, regulatory compliance, and negative audit findings for Cal OES.</p>		

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease:

When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.

Shall be required to work in the State Operations Center (SOC), Joint Field Office (JFO), Area Field Office (AFO), or other similar location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and may participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.

Staff need to work effectively under stressful conditions; work effectively and cooperatively under pressure; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition, if necessary, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

The Mission Support Branch of the California Cybersecurity Integration Center (Cal-CSIC) plays a critical role in supporting the center's mission to reduce the likelihood and severity of cyber threats and attacks in California. This branch is responsible for a diverse range of technical and strategic functions that support the Cal-CSIC's operations and effectiveness.

Under general direction of the Mission Support Branch Chief (ITM II), the Cybersecurity Solutions Manager (ITM I) has significant responsibility for overseeing and implementing technical strategies and solutions across multiple domains, with a focus on Business Technology Management, System Engineering, and Software Engineering domains.

Key responsibilities include:

- Supporting Cal-CSIC leadership in developing and carrying out strategic plans and policies that advance the State's cybersecurity mission.
- Coordinating workforce development, partner integration, vendor management, and information technology (IT) engineering efforts in support of Cal-CSIC operations.
- Providing technical and project leadership for system engineering, development, and implementation of cybersecurity tools and services.
- Delivering technical and product support to the Cyber Operations and Cyber Threat Intelligence branches, strengthening California's cyber threat awareness, reporting, and response capabilities

The incumbent must have experience leading technical teams and a strong background in network and cloud infrastructure, cybersecurity principles, and security best practices. The position requires advanced analytical skills, comprehensive knowledge of IT frameworks and concepts, and the ability to communicate effectively with technical and non-technical stakeholders.

Due to operational needs, travel and after-hours support for the Cal-CSIC network and systems may be required to support core functions and objectives.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
40%	<p>STRATEGIC MANAGEMENT AND TECHNOLOGY OVERSIGHT Leads the planning, development, and oversight of infrastructure and software solutions that advance Cal-CSIC's cybersecurity mission. Advises management on technology strategy and ensures alignment between Cal-CSIC operations and OES enterprise policies. Oversees security architecture, infrastructure operations, and incident response functions supporting Cal-CSIC's external-facing services.</p> <p>Plans, organizes, and directs highly technical staff, contractors, and consultants engaged in the design, implementation, and support of mission-specific systems, including the operational technology lab, forensics lab, and incident response center. Provides direction in security architecture design, planning, and continual improvement to ensure effective and secure operations.</p> <p>Supports and optimizes Cal-CSIC's use of on-premises, cloud, and hybrid infrastructure services to meet operational and security requirements. Evaluates and recommends enhancements to improve reliability, compliance, and continuity. Develops and implements policies and procedures tailored to Cal-CSIC's coordination and information-sharing mission, ensuring efficient use of existing technology resources to serve external stakeholders.</p>
30%	<p>OPERATIONAL AND TECHNICAL LEADERSHIP Coordinates with enterprise IT to ensure Cal-CSIC programs and systems are supported effectively within the statewide infrastructure. Provides operational leadership and administrative direction to teams responsible for system development, database management, and post-incident response.</p> <p>Directs staff in the design, research, and maintenance of Cal-CSIC's mission-critical applications and platforms. Establishes project priorities, manages resources, and ensures compliance with enterprise security and architectural standards. Oversees documentation and analysis of Cal-CSIC systems to support broader security architecture and program evaluation efforts. Ensures all operations meet quality, performance, and reporting standards consistent with Cal-CSIC's mission objectives.</p>
20%	<p>CYBERSECURITY AND WORKFORCE MANAGEMENT Manages the selection, integration, and monitoring of Cal-CSIC security tools and processes in coordination with enterprise IT. Ensures continuous assessment of system performance, risk mitigation, and compliance with state cybersecurity standards.</p> <p>Conducts audits of security controls within Cal-CSIC's operational scope, prepares reports of findings, and oversees corrective actions in collaboration with OES IT leadership. Leads workforce development activities, including recruitment, performance management, and staff training. Identifies skill gaps, implements targeted development plans, provides coaching and mentoring, and fosters a culture of accountability and technical excellence.</p>
5%	<p>COMMUNICATION AND PROFESSIONAL DEVELOPMENT Builds and maintains strong working relationships with OES management, control agencies such as the California Department of Technology, vendors, and other departmental units. Coordinates with external and internal partners to ensure effective communication, policy alignment, and timely resolution of technology and operational issues. Facilitates consistent messaging across Cal-CSIC programs and prepares reports to meet internal and external requirements in compliance with state regulations.</p> <p>Maintains professional expertise through ongoing education, certifications, and participation in cybersecurity forums and training opportunities. Applies emerging best practices to enhance Cal-CSIC's coordination, threat awareness, and operational effectiveness.</p>

Percent of Time	MARGINAL FUNCTIONS
5%	<p>OTHER JOB-RELATED DUTIES AS REQUIRED</p> <p>Performs other job-related duties as required to fulfill Cal OES's mission, goals, and objectives. Additional duties may include but are not limited to: (a) assisting where needed within the department and program, which may include special assignments; public speaking; (b) complying with general State and Cal OES administrative reporting requirements (i.e., completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.</p>
ADDITIONAL INFORMATION	
<p>Must have a valid Driver's License and is required to participate in the Department of Motor Vehicles' Pull Notice Program.</p> <p>The ideal candidate for this position should possess the following preferred skills and qualifications:</p> <ul style="list-style-type: none"> • Highly desirable certifications include, but are not limited to, GIAC Security Essentials (GSEC), CompTIA Security+, and Certified Information Systems Auditor (CISA), demonstrating a strong foundation in cybersecurity principles and practices. • Comprehensive understanding of cybersecurity laws, regulations, policies, ethics, and privacy to ensure compliance and responsible handling of sensitive information. • At least five (5) years of managerial experience in the information technology field. • Experience in one or more of the following areas: incident response and management, threat and vulnerability management, security testing and investigation, continuous monitoring, identity management, secure configuration of applications and assets, and governance, risk, and compliance. • Hands-on experience with major cloud service providers and related security controls. • Exceptional interpersonal skills to build strong relationships and communicate effectively with technical and non-technical stakeholders. • Familiarity with the functions and organizational structure of California state government. • Demonstrated leadership, communication, and project management skills. 	

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KEYING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: Stairs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals, and materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING INDOORS: Office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public, Cal OES staff, and other state or governmental agencies. Ability to analyze complex problems and recommend effective courses of action using initiative, resourcefulness, and good judgment.

Fosters a culture of excellence in customer service aligned with the goals and objectives outlined in Cal OES' Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external inquiries, follow through on commitments, and solicit and consider internal and external customer feedback when completing work assignments and fulfilling job responsibilities.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Supervisor's Title