

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY SUPERVISOR II

POSITION NUMBER:

778-1404-001

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

Information Systems Division

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

Enterprise Production Support (EPSB)

SUPERVISOR'S NAME:

Pankaj Sharma

SUPERVISOR'S CLASS:

IT MANAGER II

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)*

Fingerprint clearance required.

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

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

SUPERVISOR'S SIGNATURE

DATE

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.

5-ITS I; 2-ITA's

Total number of positions for which this position is responsible: 7

**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.

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**CONCEPT OF POSITION:**

Under the general direction of the IT Manager II, the IT Supervisor II is responsible for managing, developing, implementing, operating, and maintaining critical applications, including associated legacy batch and interface systems. The IT Supervisor II ensures ongoing support of these applications while enhancing, converting, and/or migrating functionality to modern platforms and techniques that comply with open standards and application programming interfaces. The IT Sup II works with other staff and bureaus aimed to benefit the overall organizations within and external to the CDSS. The primary duties of this position fall within the Software Engineering domain.

**A. RESPONSIBILITIES OF POSITION:**

40% Plan, direct, and oversee the operation and maintenance of modern and legacy application systems, including batch and interface processes. Ensure system continuity, manage complex integrations, and lead modernization initiatives to enhance efficiency, reliability, and alignment with organizational standards. Plan and manage application development, working closely with Testing teams to support a full range of testing activities. Coordinate releases with the Release and Deployment team and collaborate with Database teams on database design, implementation, and maintenance. Ensure accessibility compliance and align application solutions with Enterprise Architecture standards across departmental, state, federal, and industry guidelines. Maintain close working relationships with internal and external divisions and departments to ensure coordination, communication, and alignment of activities. Plan, coordinate, and assist with project risk assessment and risk management efforts, ensuring bureau standards and functions are consistently applied across system design, specification, development, testing, debugging, documentation, and system implementation for the organization.

30% Develop focused solutions and information on IT topics and activities, by providing high level consultation to customers on how to initiate projects, obtain services, current policies, procedures and standards, and the status of departmental IT projects. Plan information technology briefings, IT educational seminars and consultation with other IT organizations. Assist the customer by managing the resolution of critical IT related customer problems. Coordinate and track the problem resolution and whenever possible, buffer the customer from technical issues or conflicts. Prepare feasibility studies/documentation by providing technical expertise and estimates on application development efforts. When necessary and appropriate, negotiate for services and resources on behalf of the customer either from ISD or external service providers. Ensure that either the CDSS project management methodology is being followed or that industry "best practices" are being used.

15% Review and implement research on new technologies as augmentation, support, upgrade, migration and the extensibility of the legacy and other supporting software platform, and evaluate applicability to new system application requests, and applications in the pipeline. Review research methodology that shifts new service requests to modern platforms, thus lessening the development of new applications on the legacy platforms in order to determine the cost of project deployment. Adequately, meet/exceed customer expectations, providing leverage-able opportunities for other applications and projects.

10% Develop and assess manager/staff training plans and needs, provide training, monitor development and performance, prepare employee performance and promotional evaluations, and counsel manager/staff as appropriate.

05% Perform other duties as assigned by the Branch Chief, which may include other miscellaneous activities, providing assistance with other special projects for Executive Management.

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B. SUPERVISION RECEIVED:

The IT Sup II reports directly to the IT Manager II.

C. ADMINISTRATIVE RESPONSIBILITY:

None

D. PERSONAL CONTACTS:

The IT Sup II has contact with staff at all levels of the Department as well as representatives of other departments (i.e., Finance, General Services, Department of Technology and computer vendors).

E. ACTIONS AND CONSEQUENCES:

Success of many of the department's most visible and critical applications rely on a combination of both Internet, legacy, and modern technologies to operate efficiently. Failure to maintain and apply standards, policies and principles related to the CDSS Internet platforms could adversely affect the ability to provide critical information to its constituency in an effective and timely manner. Failure to meet the Internet publishing mandates of the Governor's Office could result in sanctions against CDSS and its management.

F. OTHER INFORMATION:

Job requires operating a computer approximately 80% of the time. This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.

Desirable Qualifications;

- Bachelor's degree in Computer Science, Information Technology, or a closely related field.
- 5+ years of leading a team responsible for developing and maintaining support of both modern and legacy applications, utilizing technologies such as Java, JavaScript, C#, Active Batch, COBOL etc.
- Experience coaching and mentoring team members, performance management and contract management
- Experience with software development methodologies, technical project management and governance processes and strategies and customer service.