

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

INFORMATION TECHNOLOGY SUPERVISOR II

POSITION NUMBER:

800-774-1404-002

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

INFORMATION SYSTEMS DIVISION

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

WEB APPLICATIONS BUREAU APP DEV TEAM 2

SUPERVISOR'S NAME:

Uma Seshathri

SUPERVISOR'S CLASS:

IT Manager I

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.

9 Information Technology Specialist I

Total number of positions for which this position is responsible: 9

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.

CONCEPT OF POSITION:

Under the general direction of the IT Manager I, the Information Technology Supervisor (IT Sup. II) works on web application technologies for CDSS. The IT Sup. II works with all Divisions to identify information technology (IT) needs, develop solutions and provide various services through negotiated agreements. The IT Sup. II also works closely with staff from other branches within the Information Systems Division (ISD) as well as organizations within and external to the California Department of Social Services (CDSS) to meet IT needs in support of a specific division and the department as a whole. The primary duties of the IT Sup. II lies within the Software Engineering Domain.

A. RESPONSIBILITIES OF POSITION:

40% Provide direct supervision and management to web application bureau technical team in the development, support and maintenance of web applications. Provide guidance and support for solving complex software solutions using various technologies including, but not limited to: JavaScript, Angular, TypeScript, NodeJS, APIs, CSS3 (Less, Sass, Bootstrap), HTML5, jQuery, AJAX, LINQ, Entity Framework, Microservices architecture, C#, ASP.NET, Windows Tasks, Batch jobs, Docker Container, Cloud native application architecture, Dev-Ops, Azure, AWS, MVC, TFS, T-SQL, Dynamics 365, and MS SQL Server. Defines standards for all development activities, functions and directs professional staff in the development of system designs, specifications, program logic, coding, testing and debugging; the preparation of documentation and the implementation of systems for all computing environments supported by the ISD (e.g., OTech Data center, cloud environment, etc.).

20% Provide guidance and advice related to improving a program's operations through the use of IT appropriate and effective solutions which are consistent with the department's IT strategies and technology infrastructure. Consult with Program management to view technology as an enabler of business success and an integral part of their business process and to develop an understanding of project risk assessment and management. Provide high level consultation on customer's business goals and objectives.

15% Provide the customer organization with a focused solution and information on complex IT topics and activities. Provide high level consultation to customers about how to initiate projects, how to obtain services, current policies, procedures and standards, the status of departmental IT projects. Arrange information technology briefings, IT educational seminars and consult with other IT organizations such as the Department of Finance. Provide or direct staff to provide assistance for investigating, resolving and escalating the most difficult and complex issues and problems. Coordinate and track the problem resolution and, whenever possible, buffer the customer from technical issues or conflicts. If necessary and appropriate, negotiate for services and resources on behalf of the customer either from ISD or external service providers.

15% Review research on new technologies in the web space, and evaluate applicability to new system application requests, and applications in the pipeline, in order to reduce the cost of project deployment, adequately meet/exceed customer expectations, providing leverage-able opportunities for other applications.

05% Assess and develop staff training plans and needs, provide training to staff, monitor staff performance, prepare employee performance and promotional evaluations, and counsel staff when required.

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

B. SUPERVISION RECEIVED:

The IT Sup. II receives general direction from and reports directly to the IT Manager I. The IT Sup II is expected to independently follow the Division's standard project management methodology, practices and processes.

C. ADMINISTRATIVE RESPONSIBILITY:

The IT Sup. II has administrative responsibility over the Bureau budget, vendor contracts, and the development of status and project reports utilizing Division and Department standards and processes.

D. PERSONAL CONTACTS:

The IT Sup. II has personal contact with other managers and staff within the ISD, and other management, supervisors and staff, other state and federal government staff including control agencies such as the Department of Finance, and vendor management and technical staffs.

E. ACTIONS AND CONSEQUENCES:

IT Sup. II exercises judgment in making decisions affecting the planning and development for the Web Applications Bureau, as well as strategies for gaining approval of project funding requests and special project reports. The failure to maintain and apply the appropriate project management principles will adversely affect the working relationships with Divisions and may cause projects and assignment to be delayed; scheduled completion dates and milestones missed, and not meet the business needs and requirements of the Divisions. Divisions may not meet Federal or State mandates for systems implementation, possibly causing sanctions.

F. OTHER INFORMATION:

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.