

DUTY STATEMENT

DFW 242A (REV. 07/18/22)

Department Statement:

California is one of the most biodiverse places on the planet. As such, the Department of Fish and Wildlife (CDFW) values diverse employees working together to protect nature for all Californians. CDFW is committed to fostering an inclusive work environment where all backgrounds, cultures, and personal experiences can thrive and connect others to our critical mission.

INSTRUCTIONS: A duty statement and organizational chart must be submitted with each Request for Personnel Action, Form 242	EFFECTIVE DATE
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DFW DIVISION/BRANCH/REGION/OFFICE Data and Technology Division (DTD) Information Technology Systems Branch (ITSB)	POSITION NUMBER (Agency-Unit-Class-Serial) 565-030-1404-001
UNIT NAME AND LOCATION Automated License Data System (ALDS) Unit, Sacramento	CLASS TITLE Information Technology Supervisor II
INCUMBENT	CURRENT POSITION NUMBER (Agency-Unit-Class-Serial)

BRIEFLY DESCRIBE THE POSITION'S ORGANIZATION SETTING AND MAJOR FUNCTIONS	
<p>Under the general direction of the Information Technology Manager I of the IT Systems Branch, the Information Technology Supervisor II will be located in Sacramento and will act as the unit supervisor of the Automated License Data Systems Unit (ALDS). The Information Technology Supervisor will oversee the work of the ALDS technical staff who perform a wide range of system and software development projects in the System and Software Engineering domains. The incumbent works closely with program subject-matter experts, executive staff, and the vendor on system design, development, analysis, testing and implementation. The incumbent will manage the vendor contract and facilitate communication among all project stakeholders. As part of the supervisory duties, the incumbent shall manage the unit's administrative processes such as hiring, vacation/sick leave requests, overtime, timesheet and travel authorizations.</p>	

PERCENTAGE OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST. (USE THE REVERSE SIDE IF NECESSARY.)
30%	<p><u>ESSENTIAL FUNCTIONS:</u></p> <p>Staff Management / Supervision</p> <ul style="list-style-type: none"> Responsible for management of technical staff in the systems development life cycle, software development tool sets, cloud-based applications such as SaaS solutions, and related project efforts. Provides direction to staff engaged in providing analysis, design, implementation, maintenance, and evaluation of computer software support. Schedule work assignments, set priorities, and direct the work of staff and make adjustments as necessary due to changing priorities. Provides oversight and direct leadership in the hiring, development, and retention of competent and professional staff to ensure the unit maintains the analytical and technical expertise required to support current and future California Department of Fish and Wildlife needs, oversee and approve the unit's administrative processes (vacation and sick leave, overtime, time sheets, and travel authorizations) to ensure adequate staffing coverage and operational continuity.. Facilitate the identification, documentation, clarification, and simplification of work processes to identify areas of improvement/streamlining to increase effectiveness in providing services to the customer.

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	<ul style="list-style-type: none"> • Establishes work assignments, provides direction, evaluates work and skill development of staff, and provides developmental or corrective training as required. • Monitors progress on assignments and take appropriate action to ensure timely and successful completion. • Evaluate staff to provide feedback and communicate job performance and expectations. Prepare performance appraisals, utilize progressive discipline, and take corrective action as necessary. • Responsible for outlining performance expectations. • Oversee staff performance standards and ensures recognition processes are applied in alignment with established policies, set and monitor staff standards and metrics for service and product quality based on research, customer feedback and performance expectations. • Supervise, guide, and support project team members and contractors by providing direction, and performance oversight, and ensure accountability for assigned work.
25%	<p>Contract Management</p> <ul style="list-style-type: none"> • Oversee and manage system production issues and defects. • Manage contract changes • Perform an assessment of Operations progress, including probability of meeting milestones/deliverables for each Data Change Request (DCR) and adherence to the scope, schedule and budget. • Manage and track service level agreements. • Track project milestones and deliverables. • Review and acceptance of ALDS Operations Document Deliverables
20%	<p>Project Management</p> <ul style="list-style-type: none"> • Define project scope, goals, and deliverables that support business goals in collaboration with senior management and stakeholders. • Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion. • Set and continually manage project expectations with team members and other stakeholders. • Plan and schedule project timelines and milestones using appropriate tools. • Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas. • Estimate the resources and participants needed to achieve project goals. • Direct and manage project development from beginning to end. • Develop project plans and associated communication(s) documents. • Delegate tasks and responsibilities to appropriate personnel. • Identify and resolve issues and conflicts. • Identify and manage project dependencies and critical path. • Develop and deliver progress reports, proposals, requirements documentation, and presentations. • Proactively manage changes in project scope, identify potential issues, and devise contingency plans. • Build, develop, and grow any business relationships vital to the success of the project.
10%	<p>Planning and Process Improvement</p> <ul style="list-style-type: none"> • Perform resource capacity, succession planning and strategic and tactical planning

