

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

POSITION DUTY STATEMENT – INFORMATION TECHNOLOGY

PROPOSED

CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM ENTERPRISE INFORMATION SERVICES		POSITION NUMBER (Agency-Unit-Class-Serial) 065-624-1404-004			
DIVISION / UNIT INCARCERATED POPULATION & COMMUNITY SOLUTIONS – EDTECH & REHAB		CLASSIFICATION TITLE INFORMATION TECHNOLOGY SUPERVISOR II			
		WORKING TITLE INCARCERATED EDUCATIONAL AND REHABILITATIVE TECHNOLOGIES SUPERVISOR			
		TIME BASE / TENURE FULL-TIME/PERM	CBID S01	WWG E	COI Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
LOCATION Birkmont Drive, Rancho Cordova		INCUMBENT		EFFECTIVE DATE 2/19/2026	
CDCR'S MISSION, VISION and COMMITMENT					
<p>Mission To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.</p> <p>Vision We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.</p> <p>Commitment CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.</p> <p>CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.</p>					
DIVISION OVERVIEW					
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.					
GENERAL STATEMENT					
Under the general direction of the Information Technology Manager I (ITM I), the IT Supervisor II (IT Sup II) will perform supervisory functions for Educational and Rehabilitative Technologies unit within the Incarcerated Population & Community Solutions (IPCS), Enterprise Information Services (EIS).					

The incumbent will be a key liaison between EIS units and the Division of Rehabilitative Programs (DRP) for planning, coordination and implementation of projects to support the current and future educational and rehabilitative programs for the incarcerated population. The IT Sup II will oversee the problem resolution process within EIS that includes the incident/service request management, escalation process, and project management activities. Supervisory functions include, but are not limited to, providing administrative direction to subordinate staff on assignments; leading projects end-to-end; coordinating incident response; overseeing hardware and software installations; enforcing workstation standards; managing assets; resolving technical issues; and promoting cross-team collaboration to ensure smooth technological operations.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN “X” ON ALL APPLICABLE DOMAINS

X	Business Technology Management	X	Client Services		Information Security Engineering
X	Information Technology Project Management		Software Engineering		System Engineering

% 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.**

35%	<p>PROJECT MANAGEMENT AND OVERSIGHT</p> <ul style="list-style-type: none"> • Lead end-to-end delivery of complex technology initiatives, aligning project goals with regulatory mandates and strategic business objectives while driving on-time, outcome-based execution. • Approve and oversee comprehensive project management plans encompassing scope, schedule, budget, quality, human resources, communications, risk mitigation, and procurement governance to ensure disciplined execution. • Oversee application customization, testing, and implementation, ensuring procedural guides align with CDCR IT policies and standards. • Coach staff to lead initiatives in business process reengineering and change management to ensure that IT resources and project practices align with state control agency requirements. • Conduct impact assessments of IPCS projects, evaluate their implications on existing systems and CDCR objectives, and manage escalation processes to resolve issues in a timely manner. • Provide overarching strategic recommendations and technical solutions to surmount project challenges.
25%	<p>STAFF DEVELOPMENT AND MANAGEMENT</p> <ul style="list-style-type: none"> • Define clear roles and responsibilities, delegate assignments strategically, and drive staff performance through structured evaluations and ongoing motivation. • Identify and delegate tasks to optimize resource utilization and ensure that resource utilization is tracked, monitored, and managed. • Mentor and support staff within IPCS, fostering professional growth and empowering successful project execution. • Develop training plans for staff to help them reach their career goals and regularly monitor progress. • Monitor performance against established benchmarks, leveraging individual strengths to promote accountability and continuous improvement. • Lead recruitment and workforce planning efforts to maintain high-caliber staffing and meet evolving technology and service demands. • Champion a culture of excellence and learning through targeted training, professional development, and collaborative practices. • Supervise staff in delivering ongoing support for both new and existing solutions implementation on the incarcerated infrastructure.
20%	<p>INCARCERATED NETWORK ADMINISTRATION</p>

10%	<ul style="list-style-type: none"> Oversee maintenance, operation, testing, and troubleshooting of the incarcerated network to ensure data integrity and support departmental automation and communication standards. Develop and maintain realistic service metrics to support agreements with internal and external partners, ensuring efficient IT service delivery for the incarcerated network. Provide advice, consultation and coordination with other CDCR programs on solutions and systems design, including equipment specifications and requirements. Serve as the primary escalation contact for IPCS during system outages and critical incidents, actively monitoring and responding to production-related communications and disruptions.
10%	<p>STAKEHOLDER ENGAGEMENT</p> <ul style="list-style-type: none"> Continuously refine engagement strategies using diverse formats and channels to enhance inclusivity and outreach impact. Foster collaboration between EIS units and DRP by cultivating stakeholder relationships that encourage teamwork and transparent communication. Cultivate strategic partnerships with business leaders in DRP, EIS, and other stakeholders through consistent, transparent, and purpose-driven outreach. Drive stakeholder trust by delivering measurable outcomes and providing timely updates on initiatives and technology deployments. Establish feedback loops to generate actionable insights that inform policy improvements and enhance service delivery metrics.
	<p>VENDOR AND CONTRACT MANAGEMENT</p> <ul style="list-style-type: none"> Collaborate with DRP representatives to evaluate, negotiate, and authorize contracts and renewals for educational and rehabilitative technology. Ensure budgetary scopes, deliverables, and documentation align with CDCR IT standards. Facilitate ongoing vendor engagement, evaluate prospective partners, and ensure selections align with project requirements, industry best practices, and strategic goals.

SPECIAL PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated individuals, visitors, non-employees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- The consequence of error at the Supervisor II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

POSITION NUMBER (Agency – Unit – Class – Serial)
065-624-1404-004

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SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE