

DUTY STATEMENT

Veri CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED		CLASSIFICATION TITLE Information Technology Supervisor II				
		WORKING TITLE				
		COI Yes <input type="checkbox"/> No <input type="checkbox"/>	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO				
INCUMBENT (If known)		EFFECTIVE DATE				
<p>California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (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> <p>Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.</p>						
PRIMARY DOMAIN:						
<p>Under the general direction of the Information Technology (IT) Manager I, the IT Supervisor II supervises, plans, assigns, and reviews the work of an information technology program and personally performs the most difficult or sensitive work for Information Technology Services Division (ITSD) Field Operations / Client Services. Travel to institutions, and after hours support of California Correctional Health Care Services (CCHCS) software applications and systems will be required. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior, and work cooperatively with others. The incumbent is also expected to monitor mobile phone voicemail and email after hours, to acknowledge and assist with high priority incidents.</p>						
% 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. <i>(Use addition sheet if necessary)</i>					
ESSENTIAL FUNCTIONS						

40%	Provides leadership, direction, and manages all work assignments for the IT technical staff. Ensures that procedures, system policies, and maintenance and operations reference materials for the catalogue of IT supported systems and services are established and maintained. Participates in determining budgetary, contractual and administrative requirements. Acts as a technical advisor to the CCHCS and California Department of Corrections and Rehabilitation (CDCR) site leadership, and local IT Field staff. Provides service metrics to support service level.
25%	Coordinates and controls the implementation of desktop, mobile device support and IT administrative support services. Oversees the IT Service Management and Problem Management processes, and escalates issues to appropriate CCHCS units. These activities include, but are not limited to: manages and monitors customer support, production, operations, desktop support service requests and projects. Develops, tests, and implements IT field support procedures. Generates and reviews workload and status reports. Identifies and makes recommendations on impacts, appropriate methodologies, implementation strategies, and service alternatives when considering service enhancements. Ensures the integration of multiple services occurs with the least amount of customer impact and that problems are resolved quickly and effectively. Creates succession planning strategies to ensure continuity of IT services for staff turnover events. Responsible for all accurate IT asset tracking and inventory control. Initiates procurements ensuring adequate IT equipment is available to replace outdated or broken items. Engages in procurement of annual asset refresh, and guarantees adequate levels of IT inventory is maintained to address the equipment needs of fluctuating levels of CCHCS staff.
20%	Works cooperatively with Executive Leadership, managers, supervisors, vendors, and others, to resolve problems utilizing meetings, demonstrations, presentations, and correspondence. Delegates and oversees work assignments. Manages business relations with customers, providing facilitation of high-level communications between the customer and technical support staff. Provides, and ensures compliance with, policy and procedural guidelines to subordinate staff with regard to equipment and, software and hardware configuration. Develops and implements process efficiencies to enhance IT services. Ensures that subordinate IT staff are trained and have the proper tools to perform their job. Recruits, hires, mentors, and coaches staff. Trains staff on standard operating procedures for current and new technologies. Ensures timely employee performance evaluations are provided, and engages in the phases of progressive discipline when dealing with employee performance issues, as warranted. Provides training to customers and business partners on IT and IT security best practices and processes. Develops training plans in conjunction with staff and, identifies training needs and development opportunities. Evaluates the work environment to ensure its safety, and is free of hazards. Identifies physical and data security threats within the environment, facilitates their resolution, and reports them accordingly. Enforces security policies for encryption of data, including those associated with the Health Insurance Portability Identifiable Information (PII). Engages in conflict resolution, and works proactively to create a hostile-free work environment.
10%	Creates and maintains a working environment that encourages mutual cooperation between customers and IT staff. Maintains regular contact with customers and external entities. Contacts users and vendors to discuss business and system requirements, existing and new technologies, and customer satisfaction survey results. Travels to assigned locations.
5%	Performs other related duties as required.

KNOWLEDGE AND ABILITIES

Knowledge of: Information technology concepts, practices, and principles to provide a foundation for technology related work. Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes, the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques, and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques. The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs. Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and

stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs. Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

DESIRABLE QUALIFICATIONS

Experience with maintenance and operation activities for application support. Ability to work well under pressure, manage multiple priorities, meet tight deadlines and make sound decisions. Ability to lead by example and show respect for others. Effectively present information to a wide variety of audiences including CCHCS executive management, end-users, customers, and external stakeholders.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position must be reasonably expected to exert up to 40 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Incumbent occasionally moves equipment either solely (40 lbs. max.) or with another person (100 lbs. max.) and may be required to open equipment and replace parts as directed. Involves sitting most of the time, but may involve walking or standing for brief periods of time. Persons appointed to this position must be able to travel.

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public.

SPECIAL PERSONAL CHARACTERISTICS

Pursuant to CCR, Title 2 § 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid state driver's license, a good driving record and is expected to drive the car safely.

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- 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.

SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE