

**DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
CUSTOMER SERVICES BRANCH
MEMBER OFFICES DIVISION**

JOB TITLE: Information Technology Manager II
Legislative Applications and Constituent Communications

POSITION NUMBER: 430-156-1406-XXX

EFFECTIVE DATE: 06/XX/2026

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the administrative direction of the Deputy Director (CEA) of the Member Offices Division, the Information Technology Manager II (ITM II) works at a mastery level with depth and breadth of legislative business knowledge and expertise, provides leadership in policy management, maintains excellence in customer relationship, product and service management in support of computer systems and services that are critical to the business functions of the California State Legislature and member offices.

One such application the California Legislature uses is the Legislative Constituent Management System (LCMS) to track constituent requests, correspondence, issues, cases, and opinions on potential legislation which is critical to the operations of the member offices. The members rely on this system for constituent communication regarding pending legislation and legislative activities to track and resolve voter issues and complaints. The outputs are sent to constituents on behalf of the legislators and errors in these communications may result in negative political consequence to the legislators and immediate unfavorable media attention. The quality of the services is critical and risks to legislators and the department are extreme, therefore, these products reflect directly on the performance of the Legislative Data Center (LDC). The specific customer base includes 120 California legislators, their Capitol and District Office staff, and the legislative caucuses. The ITM II is responsible for the overall management comprised of the LCMS application, Constituent Communications Section, Training and Member Representative Services. The ITM II will supervise directly, or through subordinate management, a team of information technology specialists for LCMS training services, overseeing and ensuring timely and accurate processing of constituent communication requests, providing customer relationship management for operational and product deliverables. Duties for project work includes: providing guidance oversight of development and maintenance work; establishing processes and documentation for the new system features; coordinating with internal LDC units, legislative customers, contracting personnel and external agencies interfaces; and collaborating with executive stakeholders to identify any business constraints and priorities, define strategic objectives, and align solutions with organizational goals. The ITM II is also responsible for budget, contracts, personnel, administration, help desk, and other customer support services ensuring systems are available 24x7x365.

The ITM II is also responsible for the Legislative Information Systems suite of which includes Legislative Information System (LIS) and two public access websites: leginfo.legislature.ca.gov and leginfo.ca.gov. This suite of products is mission critical for the California State Legislature. Over 3,500 legislative staff rely on the LIS/LegInfo applications to retrieve and research legislative information to perform their legislative duties. LegInfo websites provide legislative information to the public, which is mandated by law and is used by the citizens of California, advocacy groups, other stakeholders, and millions of people interested in California legislation nationally and globally on a 24x7x365 basis. Another mission critical application under the incumbent's purview is the Senate and Assembly Member Portfolio used by the Legislators and high-ranking legislative staff. The Member Portfolio application is a web-based application which integrates with several legislative systems to deliver dynamically updated details to members and staff for daily floor session and committee hearing agendas. Along with the bill and agenda details, the application can be used to follow live floor session, view live session votes, receive recommendations from staff, view caucus and committee analyses and generate session-related reports. Errors within these products will have significant detrimental impacts to the Legislature and the success of the Office of Legislative Counsel (OLC).

Information Technology Domains:

Legislative Technology Consultants:	Critical skills
Applications Services:	Critical skills
Information Security:	Moderate skills
Systems Infrastructure:	Moderate skills
Network Infrastructure:	Moderate skills
Business Technology Management:	Critical skills
Client Services:	Critical skills
Project Management:	Critical skills

60% Leadership/Management

- Provides leadership advising and consulting with legislative leaders and internal teams ensuring programs and operational services meet the business needs of the legislative customers.
- Oversees coordination of priorities and assignments for legislative information systems operations and production requests and services, development projects and monitors activities and work plans to measure level of effort/schedule versus planned activities.
- Creates a high performance environment at the LDC and within service and project teams to ensure the highest quality IT solutions are developed that meet the business objectives of LDC's customers.
- Provides contract management and oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking for the Member Offices Division.
- Oversees the administration of, and coordinates services for, project funding from the Senate and Assembly and the OLC.
- Directs and oversees the implementation of new or enhanced legislative information applications, including coordination with the Legislature, OLC, and other local, state, and federal agencies.

- Ensures all time frame and cost estimates are met and that all sponsors and stakeholders are informed of plans, progress, and issues.
- Oversees the constituent communications operations and production environment ensuring timely and accurate processing of constituent communication requests.
- Assists in the definition and development of policy, missions, goals, plans, and objectives of the Member Offices Division as well as provide consultative support to other units within the agency and the Legislature.
- Prepares and reviews operational budget estimates, project proposals, and justifications for staffing, contractors, software and hardware resources required to run the constituent communication production operation, and the support, maintenance and enchantments of the LCMS and LIS applications.
- Ability to adjust rapidly to new situations warranting attention and resolution; be open to change and having the ability to adapt behavior and work methods in response to new information, changing conditions, unexpected obstacles or changing priorities.
- Performs other managerial duties as required including acting in the absence of the Deputy Director of the Member Offices Division.

20% Supervision, Evaluation and Training Subordinate Supervisors, Project Managers and Staff

- Reviews recruitment procedures, hiring plans, staff development plans, develops and reviews performance reports, appointment documents, staff advancement, and Merit Salary Adjustments (MSA) for appropriateness of action and adherence to departmental hiring, EEO, and other policies. Conducts performance appraisals and prepares requisite evaluation reports.
- Consults with subordinate managers on issues of preventive, corrective, and formal disciplinary action and supervisory problems in accordance with State and departmental policies, practices, and procedures.
- Mentors subordinate managers and staff on issues of project management, personnel resourcing, scheduling, budget, communications with executive sponsors, project stakeholders, and the Senate and Assembly Rules Committees
- Supervises, evaluates, and trains subordinate supervisors and staff. Facilitate collaboration amongst the section teams to identify common need and shared technology solutions and processes that align with the agency and Legislative customer business goals.

10% Consultation

- Reviews business proposals for overall soundness of business analysis, comprehensiveness of alternative analysis and of sound IT application techniques.
- Evaluates proposals for new/enhanced IT services requested by the Legislature and make appropriate recommendations and/or decisions.
- Reviews and/or participates in the evaluation of new technologies where business improvement processes benefit staff productivity or provide a means to better meet the needs of the Legislature. Works with internal technical teams to ensure that new technology architecture meets the legislative business needs for the strategic plan of the agency.
- Serves in a consultative capacity to agency executives and the Rules Committees of the Senate and Assembly and the OLC.
- Evaluates operational system performance and initiate actions as required to ensure continued effectiveness to meet the IT business needs of the California Legislature.

- Keeps internal and external stakeholders informed of project plans, progress, risks, and issues, and provides interpretation of impacts, constraints, and trade-offs to support informed decision-making.
- Communicates project status and key findings to stakeholders and provides analysis of schedule and cost implications to support informed decision-making.
- Prepares and presents formal progress reports summarizing project status, including key findings, risks, impacts, and provides business insight and context to support decisions.

10% Project Management

- Exercises overall direction of assigned projects by coordinating and monitoring project activities, participants, and stakeholders to ensure successful delivery of project objectives.
- Plans, organizes, directs, and controls the activities of the team members, other LDC staff and consultants to assist with project activities.
- Oversees project planning and control, including management of project schedules, communications, risks, issues, change requests, and incident tracking to maintain scope, timeline, and budget.
- Keep all stakeholders apprised of plans, progress and issues while ensuring that all time frames and cost estimates are met.
- Prepares formal progress reports documenting project status, milestones, risks, issues, and deliverable tracking to support project monitoring and control.

WORK ENVIRONMENT REQUIREMENTS

The ITM II carries a mobile device during work hours and off-shift, works evenings, weekends, and State Holidays as required. The ITM II uses highly secured LDC virtual private network technologies from off-site locations to access LDC's applications or systems to perform job duties outside of standard business hours. Occasional travel to legislative district office locations for presentation and meetings as required.

ALLOCATION FACTORS

Supervision Received:

The ITM II reports directly to the Deputy Director of the Member Offices Division. Assignments will be made by the Deputy Director and will be general in nature, accompanied by any special constraints and/or requirements. The incumbent will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

The ITM II exercises initiative, independence of action, originality, demonstrates tact, and exercises sound judgment that recognizes the best interests of the State, the agency, and the California Legislature.

Errors, poor judgment, lack of legislative business knowledge, unplanned system downtime, and project

failure on the part of the incumbent will result in political embarrassment to the California Legislature and immediate media attention. The quality of the services is very critical; risks to the California Legislators and the agency are extreme.

Personal Contacts:

Works closely with the OLC executives, California Legislature, Senate and Assembly Rules executive staff, all LDC management, technical, operations, and administrative personnel, with the vendor community, and external local, State, and Federal agencies. It is imperative for the ITM II at this level to be influential to these parties and gain their confidence.

Administrative Responsibilities:

The ITM II is responsible for planning and budgeting of operations and projects. The incumbent manages recruiting, selecting, placement and development of section personnel. The incumbent oversees vendor and consultant contractors.

Supervision Exercised:

Directly supervises Information Technology Managers and teams of Information Technology professionals at all levels. The duties will consist of coordination and project leadership of LDC, legislative staff, and vendor staff assigned to specific projects.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Employee's Signature

Date