

**DUTY STATEMENT**

Duty Statement  
Supervisory / Managerial Classifications

State Compensation Insurance Fund

Employee's Name (First, Last)	
Program <b>Information Technology/Network Operations</b>	Work Unit <b>Client/Field Support Services</b>
Position's Authorized Classification (and Range) <b>Information Technology Supervisor II</b>	Report To <b>IT Manager I</b>
Position Title <b>Information Technology Manager</b>	Position Serial Number
Incumbent Appointment Classification (and Range) <b>Domains: Client Services, Business Technology Management, and Information Technology Project Management</b>	CBID <b>S01</b>
	FLSA Status <input type="checkbox"/> Covered, Work Week Group 2 <input checked="" type="checkbox"/> Not Covered, Exempt WWG <input checked="" type="checkbox"/> E or <input type="checkbox"/> SE

**PURPOSE/SCOPE:**

**Briefly describe or summarize the position's major functions. Why the position exists?** Typically includes the following:

- Intent/Purpose of the position
- Degree of direction/supervision (Under what direction)
- Nature and level of the work

Example: Under direction (*degree of supervision*), perform the full range (*scope*) of varied, sensitive\*\*, and complex\*\* (*level of work*) analytical and consultative work necessary to effectively administer the program's \_\_\_\_\_ function (*reason for the position*).

\*\* "Sensitive" and "Complex" should be defined

Under the general direction of the Information Technology Manager I (IT Client Support Services Manager), the Information Technology Supervisor II is responsible for supervising Field Support staff in support of networked and stand-alone computer users and systems. This includes ensuring appropriate customer support service levels are met and working closely with other unit's and business programs in support of their most complex/high level IT needs including new IT projects, maintenance and support of existing systems, and remediation of technical problems. The incumbent provides the planning, project management oversight, resource management, performance review and technical direction.

This is a hands-on working supervision position where the ITS Supervisor II is expected to supervise local operations, monitor a Help Desk ticket tracking system/incident management database, and implement initiatives and work-flow processes that improve efficiency and security. The Supervisor is expected to take a lead role to ensure top level customer service by working closely with users and staff, tracking and analyzing ticket trends and generating statistical reports, while also providing training, developing and coordinating operations for both on-site and remote site technical teams.

<b>Supervisor's Statement:</b> I have discussed the duties of the position with the employee		
Supervisor's Name (Print)	Supervisor's Signature	Date
<b>Employee's Statement:</b> I have discussed with my supervisor the duties of the position and have received a copy		
Employee's Name (Print)	Employee's Signature	Date

Duty Statement Origination or Revision Date March 23, 2026

**KEY RESULTS/ESSENTIAL FUNCTIONS: Specifically describe the 3-5 Key Results (or Essential Functions) of the position in order of their importance to achieve the purpose/scope of the position.**

Each Key Result/Essential Function description should have statement(s) consisting of

1	2	3
An <u>action verb</u> : What is done? Define or elaborate on common vague words (e.g., "coordinates", "monitors", "assists")	The immediate <u>object</u> of the action	The <u>reason</u> for the action: Why?

In all aspects of performing the following Key Results/Essential Functions the incumbent will

- comply with the Code of Conduct and
- maintain regular and predictable attendance and/or communication availability during working hours.

*The statements contained in this duty statement reflect general details as necessary to describe the principal results/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.*

35%

- 1) **Oversee IT field support operations and project oversight. (This is an essential function of the job.)**
  - Provide day-to-day management of IT Field Support staff responsible for providing customer service to State Fund end users related to technology issues, monitoring of all user call activity and work tickets, planning, remediation of security vulnerabilities, and management of all work assignments and IT inventory including but not limited to telecommunications equipment, hardware, software, and systems.
  - Prepare budgets and projects: Assist in the planning and development of short and long range projects.
  - Assist in the planning for, and installation of, computer-related equipment.
  - Design, plan, and implement initiatives and work-flow processes that improve efficiency while maintaining audit controls.

25%

- 2) **Lead training and operational process development. (This is an essential function of the job.)**
  - Oversee planning of all training efforts with staff and users.
  - Create processes and procedures to ensure standardization across locations and continuity of high-level service delivery.
  - Support the CSS, Service Now ticket system and function as it's subject matter expert for IT, vendor relations, and end users.

(This is an essential function of the job.)

20%

- 3) **Manage Incident Resolution & Operational Field Support. (This is an essential function of the job.)**
  - Work on more complex and escalated incidents reported which includes request for services, analyzing technical/operational problems and working on solutions, as well as root cause analysis of repeatable incidents.
  - Oversee system hardware, software, and updates/upgrades to ensure compliance and successful operations.
  - Dispatch staff to remote locations to provide efficient on-site support for after-hour technical tasks/projects.

20%

- 4) **Recruit, hire, train, develop, appraise and discipline staff, according to corporate policies and procedures and civil service laws, regulations, policies and procedures. (This is an essential function of the job.)**
  - Prepare annual and probationary evaluation reports, take disciplinary action when appropriate, and provide effective guidance and direction to subordinates.
  - Personnel Actions.
  - Direct management of personnel-related projects, i.e., reclassifications, promotions, reorganizations, and new hires.

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5)

100%

## REQUIRED QUALIFICATIONS/COMPETENCIES (KNOWLEDGE, SKILLS/ABILITIES):

### KNOWLEDGE AREAS:

Working knowledge of principles, practices, and techniques of personnel management and supervision to oversee the work activities of staff

Working knowledge of project management principles

Working knowledge of time management techniques to oversee efficient prioritization and completion of work unit tasks for staff and self

Working knowledge of various State Fund functions as they impact IT

Working knowledge of a supervisor's responsibility for promoting Equal Employment Opportunity in hiring and employee development and promotion

Working knowledge of team-building and team-leading skills

Proficient knowledge of concepts used in network architecture (LAN/WAN)

Proficient knowledge of client/server computing concepts

Proficient knowledge of Internet applications and browsers

Proficient knowledge of Windows Network Operating System, Windows Professional Desktop, Windows Exchange (server) and Windows Outlook (desktop)

Proficient knowledge of the installation, maintenance, and troubleshooting of PC/LAN/WAN/Telecom/Mobile Devices

Highlight to select and enter additional Knowledge Areas

### SKILLS/ABILITIES:

Skill/Ability to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff

Skill/Ability to analyze work-flow issues and allocate/delegate work to staff

Skill/Ability to design, plan, and implement policies, procedures, and work-flow processes

Skill/Ability to achieve results according to objectives

Skill/Ability to handle stressful situations while being firm but tactful

Skill/Ability to communicate professionally and effectively, verbally and in writing, (including the ability to negotiate credibly and persuasively) with a variety of "stakeholders"

Skill/Ability to develop, provide, and monitor training

Skill/Ability to manage multiple projects and tasks

Skill/Ability to coordinate the work of technical administrators/analysts in a multiple systems environment

Skill/Ability to effectively provide technical assistance over the phone to non-technical users

Skill/Ability to learn, apply and train staff to use new information quickly and effectively without coordinated or organized training

Skill/Ability to troubleshoot and maintain desktop computers/PC, Printers, Microsoft Office Suite

Skill/Ability to analyze and to solve technical problems/issues "on the fly"

Skill/Ability to remain proactive vs. reactive in resolving problems/issues before problems become evident to the end user and to ensure a stable and reliable environment

Highlight to select and enter additional Skills/Abilities

### WORK ENVIRONMENT:

#### Physical Requirements

Computer data entry, frequent light lifting, bending, reaching, carrying, and telephone work; mobility to various working areas

Incumbent works in the usual office environment.

Occasional lifting, bending, crawling, climbing, reaching, pushing, and pulling equipment

\*\* This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter. \*\*

### Travel

Travel may be required.

Travel may include, but not be limited to, plane, bus, van, taxi, or car.

Travel may occasionally be from overnight to five days in duration.

Travel to various work sites and locations for training and/or meetings.

### Emergency call backs

Emergency call backs.

### Work Hours

Work hours may vary.

Will occasionally involve work in the evenings.