



Classification: Information Technology Supervisor II  
 Position Number: 880-280-1404-005

**DUTY STATEMENT**

CURRENT       PROPOSED

<b>RPA Number:</b> 25-280-102	<b>Classification Title:</b> Information Technology Supervisor II	<b>Position Number:</b> 880-280-1404-005
<b>Incumbent Name:</b> Vacant	<b>Working Title:</b> Web Support Supervisor	<b>Effective Date:</b> TBD
<b>Tenure:</b> Permanent	<b>Time Base:</b> Full Time	<b>CBID:</b> S01
<b>Division/Office:</b> Division of Information Technology		<b>Section/Unit:</b> Business Management Branch/Web Support Unit
<b>Supervisor's Name:</b> Brandon Anicich		<b>Supervisor's Classification:</b> Information Technology Manager I

<b>Human Resources Use Only:</b>	
<b>HR Analyst Approval:</b>	<b>Date:</b>

<b>General Statement</b>
Under general direction of the Information Technology Manager I in the Business Management Branch of the Division of Information Technology (DIT) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
<b>Position Description</b>
The Information Technology Supervisor II (IT Sup. 2) provides oversight regarding day-to-day operations of the Web Support unit, which provides web development, technical facilitation, compliance, maintenance and support services to the State and Regional Board programs' public-facing websites, intranet sites, digital outreach and engagement platforms, web applications, and cloud-based enterprise collaboration platforms and environments.
The IT Sup. 2 supports digital strategy efforts through the planning, coordination, and implementation of web projects, web services, information management, content strategy, enterprise collaboration, digital compliance and other enterprise solutions across a variety of platforms, technology stacks, development, testing, and production environments.



**Essential Functions (Including percentage of time):**

60%	<p>Oversee daily operations of the Web Support unit, which supports effective web strategy for the Board through use of best practices for web design, content strategy, user experience (UX), information management, enterprise collaboration platforms, digital accessibility compliance, security and privacy, site development, maintenance and enhancements across multiple environments. Responsible for the oversight of Web Support and Accessibility shared mailboxes daily. Receive, review, evaluate, and respond to requests in a timely, accurate, professional manner – with an emphasis on high quality customer service and excellent written and verbal communication. Ensure full coverage of both mailboxes at all times. Lead web solutions efforts within development and production environments for RedHat Enterprise Linux (RHEL) and Windows/IIS-based web properties, SQL and no-SQL database schemas and servers, cloud-based enterprise collaboration platforms (Microsoft O365, SharePoint, Power Automate and other Power Platform applications), digital outreach and engagement platforms (mass email communication, third-party applications), utilizing various integrated development environments (IDEs) or graphical user interfaces (GUIs) and development tools, performing a variety of operations related to digital modernization, web content updates, information architecture, user experience, digital accessibility, performance improvements, archive and retention efforts, rebuilds/redesigns, and new builds. Lead official documentation efforts for web services, producing highly accurate procedures, processes, and support documentation relating to day-to-day web services operations. Develop and deliver reports to IT Manager I regarding core web vitals, quality assurance, user behavior, and subjects as assigned. Possess extensive knowledge of enterprise collaboration platforms, serving as subject-matter expert for SharePoint administration, Power Automate workflows administration, information architecture, rights and permissions, site collection architecture, site modification/creation/deletion efforts. Utilizes a variety of tracking, monitoring, and analytics tools, platforms, and resources to observe, identify, remediate or continuously improve and enhance the Boards' web properties and cloud-based enterprise collaboration platforms and environments.</p>
25%	<p>Establish, host, and lead a wide variety of regular web-related training (both online and in-person) including multiple digital accessibility offerings, information management, enterprise collaboration (SharePoint, Power Platform, Siteimprove, etc.), user experience, data architecture for the web, and other web-related subjects. Manage access to various web-based training platforms, providing clear, consistent communication to program areas about training availability, and coordinating/collaborating with Training Academy to produce and deliver effective web-related training for the enterprise.</p>
10%	<p>Participate in DIT meetings and training sessions while providing recommendations and insight to management regarding long-range planning, digital strategy and innovation opportunities.</p>

**Marginal Functions (Including percentage of time):**

5%	<p>Perform other duties as required.</p>
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**Typical Physical Conditions/Demands:**

The job requires extensive use of a personal computer and the ability to sit/stand at desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.

**Typical Working Conditions:**

The incumbent works on the 19th floor of a high-rise office building in downtown Sacramento, in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state.

**Supervisor Statement**

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Name	Employee Signature	Date