

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Type of Duty Statement: Current & Proposed

Revision Date: 06/17/2026

1. Position Information			
A. Employee Name:			
B. Position Number:	C. CBID:	D. WWG:	E. Effective Date:
817-433-1404-001	S01	E	
F. Classification Title:		G. Working Title:	
Information Technology Supervisor II		Scrum Master Supervisor	
H. Division:	I. Branch/Section/Unit:		
Technology Services	Applications Development & Testing/ Innovative Design/ Scrum Master		
2. POSITION REQUIREMENTS			
Special Requirement: <i>Check All that Apply</i>			
<input type="checkbox"/> Bilingual Fluency (Non-English Language) - Specify Below <input checked="" type="checkbox"/> Background Check Requirements <input type="checkbox"/> Other - Specify Below			
A. Special Requirements Description, as applicable:			
N/A			
B. Conflict of Interest Required (Gov. Code 87300, et seq.)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.			
3. SUPERVISION			
A. Supervision Received:			
The incumbent reports directly to the Information Technology Manager I in the Innovative Design Section.			
B. Supervision Exercised:			
The incumbent supervises IT staff in the Scrum Master Unit.			

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

This is the full supervisory level. Under general direction of the Information Technology Manager I (ITM I), the Information Technology Supervisor II has full supervisory and oversight responsibility for the Scrum Master Unit. The incumbent supports the software development process in the Scrum Master Unit, Innovative Design Section, Applications Development & Testing Branch, within the Technology Services Division (TSD) that supports various applications for the Department of Child Support Services (DCSS) and the local child support agencies (LCSAs).

A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
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ESSENTIAL FUNCTIONS

IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY <input checked="" type="checkbox"/> Business Technology Mgmt. <input checked="" type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> IT Project Mgmt. <input checked="" type="checkbox"/> System Engineering <input type="checkbox"/> Information Security <input type="checkbox"/> Client Services
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35 %	<p>Supervise and Manage Workload: Supervise, provide oversight, and direct the staff in the Scrum Master Team. Manage Scrum Master workloads using an Agile mindset and the Scrum Framework. Ensure the Scrum Master team supports the software development process by managing and facilitating Agile ceremonies (stand-ups, refinements, sprint planning, PI Planning, Scrum of Scrums, and retrospectives) to deliver defined functional and non-functional requirements, features, user stories, and acceptance criteria. Ensure Agile ceremonies and work products are created, contain accurate data and are maintained in a clear, logical, and easy-to-update format. Ensure they are effectively managed within approved tools, processes, and best practices to meet the needs of Scrum Masters, delivery teams, management, and DCSS. Monitor and assess the skill level, performance, and cadence of the Scrum Masters.</p>
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30 %	<p>Agile Leadership: Guide and empower Scrum Masters to build strong skills in impediment resolution and self-organization, enabling teams to increase productivity while adhering to Agile principles, the DCSS vision, and IT industry standards. Provide clear direction, leadership, mentoring, and supervision to both Scrum Masters and delivery teams by setting expectations, reinforcing roles and responsibilities, and supporting a healthy Agile environment. Engage in strategic planning and continuous improvement efforts to strengthen and mature the Scrum Master Unit.</p>
10 %	<p>Training and Staff Development: Ensure staff receive ongoing formal and informal training to deliver high-quality results. Support the team in understanding and successfully performing their roles and responsibilities while embracing Agile development practices to effectively and efficiently implement DCSS software that meets intended business outcomes. Conduct annual performance reviews and provide mentoring to promote staff growth and development.</p>

10 %	<p>Collaborate to Deliver Software:</p> <p>Provide oversight and collaborate with stakeholders to ensure software designs are complete, aligned with the intended initiative, and meet the needs of the user community and client groups with maximum efficiency and effectiveness. Leverage tools and communication channels to report status prior to deployment recommendations. Consult with Scrum Masters, release coordinators, management, administrators, and delivery teams to plan release activities and provide informed recommendations for software releases and system upgrades to support smooth and successful deployments.</p>
10 %	<p>Customer Service:</p> <p>Deliver excellent customer service by communicating clearly and professionally, both verbally and in writing, with diverse technical and non-technical audiences across all organizational levels within DCSS. Interact effectively with contractors, vendors, and state and federal agencies to support DCSS systems, TSD, and the department with a positive, proactive, and engaging approach.</p>

MARGINAL FUNCTIONS

5 %	Represent the Applications Development & Testing Branch on special teams, projects, and other assignments as needed. Perform special assignments, attend meetings, and serve as a backup for peers and the ITM I in the Innovative Design Section. Invest in ongoing personal development to maintain strong supervisory-level knowledge in the information technology field, with an emphasis on service.
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines, political, and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program that may result in cost to the taxpayers, inability to meet DCSS goals and objectives, and may discredit DCSS. Failure to identify risks and issues in a timely manner could result in slippages in schedules, increased costs, stop or slow services to our customers, and/or jeopardize the integrity of the DCSS systems and the department. Poor communication and coordination can adversely affect the Child Support Program and the children of California.

B. Personal Contacts:

The incumbent has daily, weekly, and monthly contact in person, email, web-based forums, and phone with the Innovative Design ITM I, Applications Development & Testing Branch Chief, Applications Development & Testing managers and supervisors, DCSS and LCSA staff, State of California staff, other governmental agencies, contractors, interface partners, and vendors to communicate general, confidential, sensitive, technical, and informative information.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: Yes No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	

B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	