

**DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
LEGISLATIVE TECHNOLOGY BRANCH
INFRASTRUCTURE SUPPORT DIVISION
CUSTOMER SUPPORT SERVICES SECTION
SUPPORT OPERATIONS
FIELD SERVICES**

Classification Title: Information Technology Supervisor II

Working Title: Information Technology Services Supervisor

Position Number: 156-1404-005

Effective Date: Month XX, 2026

Organization Setting and Major Functions:

The Information Technology Supervisor II (IT Supervisor II) assumes both tactical and strategic roles to support the business functions of the California State Legislature and legislative support organizations. Under the general direction of the Information Technology Manager I (ITM I) for Support Operations under Customer Support Services Section, the incumbent plans, organizes, and directs all activities of the Field Services unit, communicates directly with customer leadership, institutes process improvements, measures performance, defines and documents procedures, and communicates regularly with each of the customer groups. The incumbent is responsible for providing on-site technology support services to the Office of Legislative Counsel (OLC). Specifically in the following areas: desktop client support, printer support, Commercial Off the Shelf Software support, mobile devices, incident management, resource scheduling, staffing, performance management, and issue handling, while partnering with Information Security Office, Desktop Configuration, System Services, Network Services, and other LDC technology and administrative support units.

The incumbent works in partnership with other supervisors to ensure prompt and outstanding service is provided in the areas of Field Services. This is a critical delivery mechanism for all enterprise information technology (IT) solutions of the Legislative Data Center (LDC). Activities and projects within the domain of the IT Supervisor II are of moderate to high risk, where the consequence of error is high, and the impact on the customer's business is significant. The incumbent consults with legislative support organizations to ensure that service delivery meets operational, project, and budget requirements. The incumbent will evaluate trends, integrate customer standards, and implement process improvements. The incumbent prepares and makes presentations, facilitates meetings with Field Services staff, and coordinates efforts with each of the customer service groups. The incumbent utilizes available technical expertise and administrative specialists throughout the LDC to continuously improve service delivery, develop operational plans, and resolve technical issues.

Information Technology Domains:

Legislative Technology Consultants:	Moderate skills
Applications Services:	Moderate skills
Information Security:	Critical skills
Systems Infrastructure:	Critical skills
Network Infrastructure:	Critical skills

Business Technology Management:	Moderate skills
Client Services:	Critical skills
Project Management:	Moderate skills

Essential Functions:

65% Supervision

- Define, implement, and execute standards, monitor performance of services to legislative support customers to ensure that established service levels are achieved and maintained, and take action to remediate the most complex issues.
- Develop strategies to improve efficiencies and standardize efforts. Develop and implement strategies required to provide customer leadership and users with a central point of contact for assistance, requests, and resolution of problems.
- Define and implement procedures for office moves, COTS software, desktop and mobile hardware deployment, presentation, and printer service. Handle highly sensitive and confidential requests from customer leadership and executive management.
- Supervise the day-to-day activities of the Field Services by monitoring, assigning, distributing workload, setting priorities, and establishing and enforcing procedures for staff that provide a full range of support duties for desktop, software, mobile, remote access, printers, peripherals, applications, network connectivity problems, and other technical PC support.
- Participate in research, analysis, and the diagnosis of issues with client systems, including hardware/software, servers, mobile support, and networks. Participate and provide direction to staff for resolving complex technical issues using documented processes and best practices.
- Initiate and supervise the incident and request management process utilizing IT Service Management (ITSM) tools such as Cherwell. Plan, direct, and coordinate incidents from beginning until timely completion and resolution.
- Coordinate with service restoration teams, gather data, and lay the groundwork to resolve underlying problems to restore service as quickly as possible during outages. Ensure that customer requests are handled accurately and met with complete satisfaction. Supervise requests and improvements of the ITSM tool to ensure its value to the agency and incident management.
- Recruit, hire, train, and supervise staff resources to provide the IT solutions and services that are requested by customers to meet their business needs.

35% Operational Services and Project Management

- Evaluate operational system performance and initiate actions and process improvements as required to ensure continued effectiveness to meet the IT needs of the California Legislature.
- Exercise overall direction of assigned projects by coordinating and monitoring project activities, participants, and stakeholders. Keep all stakeholders apprised of plans, progress, and issues while ensuring that all time frames and cost estimates are met.
- Plan, organize, direct, and control the activities of the team members, other LDC staff, and consultant to assist with operational services and project activities.

- Oversee project planning and control, including management of communications, risks, issues, change requests, and incident tracking while establishing reasonable deadlines, and monitor staff's workload to ensure work is completed accurately and timely.
- Conduct performance reviews, provide consistent feedback and training, and work with the Human Resources Office on corrective and disciplinary action when necessary.
- Establish performance standards and expectations by creating and maintaining good teamwork and morale.

Work Environment Requirements:

- Core business hours are 8 am – 5 pm. Schedule may be adjusted and is contingent upon business needs.
- The incumbent must carry a mobile device during core business hours and off-shift hours; evenings, weekends, and State Holidays for the ability to respond to calls after-hours to troubleshoot and resolve IT problems.
- The incumbent uses secured LDC virtual private network technologies from off-site locations to access LDC's applications/systems to perform job duties outside of standard business hours. Occasional travel may be required.
- Frequent sitting, standing, keyboarding, and use of mouse.

Allocation Factors

Supervision Received:

- The IT Supervisor II reports directly to the ITM I of Support Operations as part of the Customer Support Services Section of the Infrastructure Support Division. Assignments will be made by the ITM I and will be general in nature, accompanied by any special constraints and/or requirements. The incumbent will be responsible for the analysis, planning, and implementation of these assignments.

Actions and Consequences:

- The incumbent is responsible for extensive knowledge of IT policy, standards, processes, procedures and working with the Legislative customers and internal IT teams to identify business problems, opportunities and solutions to advance business programs and services.
- Must demonstrate consistency in providing excellent customer service.
- The consequence of poor decision, judgement, advice, or inadequate research may have a negative or serious impact on the reputation of the LDC and customer confidence levels. The quality of the services is very critical; risks to the California Legislators and the agency are extreme due to the political nature of the customers.

Personal Contacts:

- The incumbent will work closely with internal LDC teams, Senate and Assembly Rules executive staff, all LDC management, technical, operations, and administrative personnel, with the vendor community, and other public agencies.
- The incumbent must develop and maintain strong working relationships with executives, management, peers and staff.

Administrative Responsibilities:

- The incumbent is responsible for planning, budgeting, and tracking operations and projects for the Staging, Presentation, and Chamber Support unit.
- The incumbent manages recruiting, selecting, placement and development of section personnel. The incumbent oversees vendor and consultant contractors.

Supervision Exercised:

- The incumbent will have full supervisory responsibility for the staff and activities of the Field Services team to coordinate and achieve the goals and objectives.

Knowledge, Skills, and Abilities Required:*Knowledge of:*

- Business and management principles involved in planning, resource allocation, leadership techniques, and coordination of people and resources.
- Legislative environment and legislative process, including the legislative calendar and deadlines, to provide effective IT services and solutions.
- Contract administration practices to ensure provisions are met by vendors, consultants, or contractors.
- Current teaching and training methods and techniques to instruct customers on the use of the business applications and technologies.
- Customer service and support practices to provide the levels and types of services required to meet customers' business needs.
- Hardware and software supported by LDC to assist in determining the hardware and software requirements for new customer requests.
- Human behavior and motivation techniques to create a high-performance work environment and encourage positive working relationships with all levels of the organization and cross-functional teams.
- Information technology concepts, best practices, methods and principles which support legislative business solutions and decision making.
- OLC Vision, Mission, Values, organizational structure, policies, processes, procedures, rules and regulations.
- Policy formulations and recommendations for executive management.
- Principles and practices of organization, administration, human resources, and budget management.
- Project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur, and risk management knowledge to mitigate risk of failure of projects.
- Public administration and organizational principles to coordinate and prioritize all incoming legislative requests to effectively meet deadlines.
- State personnel practices to effectively perform personnel administration of staff resources.
- Testing methods and procedures to oversee test plans that validate the functional and performance criteria required to meet the customers' information system requirements and the information technology environment for projects.

Skills and Ability to:

- Act as an advisor to executive management, managers, supervisors, colleagues, and team members.
- Advise management on formulating IT strategy, policy, and governance throughout the organization and enterprise wide.
- Analyze data and situations, reason logically and creatively, draw valid conclusions, develop effective

- solutions and use a variety of analytical techniques to resolve problems.
- Communicate effectively with internal and external stakeholders to gather accurate information required for problem determination and resolution.
 - Communicate well both oral and written with legislative stakeholders, executive management, managers, supervisors, colleagues, team members, contractors, and vendors to include effective presentations.
 - Create a high-performance work environment and perform effectively with cross-functional teams to meet goals and objectives.
 - Demonstrate executive countenance and confidence required to arrive at decisions.
 - Effectively lead and mentor peers and team members, sharing information and knowledge in a variety of legislative processes, applications, and associated hardware.
 - Efficiently and effectively manage time and resources allocated to complete program, project and operational assignments.
 - Establish and maintain strong cooperative and collaborative working relationships with agency executives, management, customers and vendors that culminate in successfully meeting customers' expectations of products and services.
 - Exercise discretion when confronted with strong pressures for and exposure to disclose confidential information because of the partisan nature of the Legislature.
 - Exercise sound fiscal responsibility to adhere to fiscal guidelines, regulations, principles, and standards of the OLC when committing resources for program, project or operational support.
 - Highly skilled in planning, organizing, and directing staff resources to meet critical deadlines on projects and requests.
 - Learn, interpret, and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
 - Listen, discern, and constructively summarize subtle and sensitive communications from legislative staff in a partisan political environment.
 - Organize and monitor service request workload to ensure timely and accurate delivery and completion of requests.
 - Quickly adapt to changes in program, project and operational priorities by being flexible in shifting schedules, milestones, resources or competing priorities.
 - Think strategically to provide information technology solutions and services to meet customer's business needs.
 - Write clear and concise problem analyses, operations procedures and training manuals to fully document customers' business requirements and needs.

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