

DUTY STATEMENT

BRANCH ENTERPRISE OPERATIONS SERVICES		POSITION NUMBER (Agency – Unit – Class – Serial) 368-406-1406-901			☐ CURRENT ☒ PROPOSED	
SECTION Information Technology Department		CLASSIFICATION TITLE Information Technology Manager II				
PROGRAM (If applicable)		WORKING TITLE Chief of Knowledge Bank and Platform Services				
REGIONAL HUB Sacramento		COI Yes	WWG E	CBID M01	TENURE LT	TIME BASE FT
WORK SCHEDULE M-F 8am-5pm	SUPERVISION EXERCISED Yes	SPECIFIC LOCATION ASSIGNED TO 1400 10th Street, Sacramento, CA 95814				
INCUMBENT (If known)		EFFECTIVE DATE 7/1/2026				
PRIMARY DOMAIN (IT positions only)		Business Technology Mangement				

AGENCY OVERVIEW

The Governor’s Office of Land Use and Climate Innovation (LCI) serves the Governor and his Cabinet as staff for long-range planning and research and constitutes the comprehensive state planning agency. LCI assists the Governor and the Administration in planning, research, policy development, and legislative analysis. LCI formulates long- range state goals and policies to address land use, climate change, population growth and distribution, urban expansion, infrastructure development, groundwater sustainability and drought response, and resource protection. LCI’s budget programs include State Planning and Policy Development, Strategic Growth Council, and Racial Equity Commission. LCI is a fast-paced, creative work environment that requires staff to have strong collaboration skills, an ability to quickly respond to changing policy needs, and a positive attitude and sense of humor. Proven commitment to creating a work environment that celebrates diverse backgrounds, cultures, and personal experiences.

GENERAL STATEMENT

Under administrative direction of the Chief Information Officer (CIO), the IT Manager II (ITM II), Chief of Knowledge Bank and Platform Services, provides executive-level leadership, strategic direction, and organizational oversight for the statewide Knowledge Bank initiative, including CEQA modernization, environmental review information services, permitting coordination capabilities, and related enterprise technology platforms. The incumbent is responsible for directing enterprise digital transformation initiatives that support statewide regulatory information access, public-facing services, interagency coordination, enterprise application delivery, operational governance, organizational planning, staffing strategy, and long-term technology sustainability.

The ITM II serves as the senior manager responsible for planning, organizing, directing, and overseeing multidisciplinary teams supporting the Knowledge Bank, CEQA enterprise systems, modernization initiatives, vendor engagements, operational support services, and future environmental review and permitting platform expansion efforts.

The incumbent serves as a key advisor to executive leadership regarding Knowledge Bank strategy, CEQA modernization, enterprise technology investments, operational risks, staffing models, procurement strategy, organizational readiness, cross-agency coordination, and long-term sustainability of statewide environmental review and permitting technology services.

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% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use addition sheet if necessary)</i>
100%	ESSENTIAL FUNCTIONS
25%	Enterprise CEQA Modernization Leadership and Strategic Direction - Provides executive leadership and strategic direction for the statewide Knowledge Bank initiative, including CEQA modernization, environmental review information services, permitting coordination capabilities, public-facing regulatory services, enterprise reporting, and interagency coordination. - Establishes the long-term modernization strategy, enterprise priorities, governance structures, operational direction, and technology roadmap for the Knowledge Bank and related CEQA, environmental review, and permitting platforms. - Directs enterprise modernization initiatives involving application modernization, cloud technologies, workflow automation, system integration, enterprise data management, public access services, and scalable cross-agency permitting capabilities. - Oversees organizational transformation activities associated with modernization of CEQA operations, Knowledge Bank services, environmental review information access, and enterprise delivery capabilities. - Evaluates enterprise operational risks, organizational impacts, technology trends, customer needs, partner agency requirements, and statewide priorities to support strategic decision-making and modernization planning. - Provides executive oversight for Knowledge Bank modernization activities to ensure alignment with statewide technology standards, organizational goals, fiscal constraints, governance boundaries, and operational objectives. - Serves as executive sponsor and senior leadership representative for Knowledge Bank modernization initiatives, CEQA modernization efforts, enterprise governance committees, statewide coordination efforts, and strategic planning activities.
20%	Enterprise Governance, Cross-Functional Coordination, and IT Leadership Collaboration - Coordinates closely with IT managers, enterprise architects, infrastructure teams, cybersecurity staff, procurement personnel, project leadership, business programs, vendor partners, and executive management to ensure alignment of Knowledge Bank modernization activities and enterprise operational priorities. - Establishes enterprise governance frameworks, operational policies, management standards, risk management practices, and organizational controls supporting secure and sustainable Knowledge Bank, CEQA, environmental review, and permitting technology operations. - Ensures Knowledge Bank modernization initiatives comply with statewide IT policies, security requirements, accessibility standards, records management requirements, privacy regulations, enterprise architecture standards, and governance practices. - Oversees enterprise operational readiness, organizational coordination, vendor management, service transition planning, and cross-functional collaboration necessary to support successful delivery and long-term operation of Knowledge Bank services. - Facilitates coordination between business leadership, operational teams, IT leadership, partner agencies, vendors, and external stakeholders to support enterprise alignment,

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	strategic planning, issue resolution, and organizational effectiveness. - Ensures modernization efforts incorporate operational governance, continuity planning, service management, organizational readiness, data stewardship, security controls, and long-term sustainability considerations. - Supports clear governance boundaries to ensure the Knowledge Bank provides coordination, intake, transparency, public access, and information reuse capabilities without changing agency decision-making authority or statutory responsibilities.
20%	Organizational Management, Staff Leadership, and Daily Operations - Directly manages and supervises supervisory, technical, analytical, project management, and operational staff responsible for Knowledge Bank services, CEQA enterprise applications, modernization initiatives, operational support, and enterprise technology services. - Provides leadership, direction, coaching, mentoring, succession planning, workload prioritization, performance management, and professional development for management and staff supporting statewide environmental review and permitting technology services. - Oversees recruitment activities, staffing plans, resource allocations, organizational structure development, onboarding, performance evaluations, disciplinary actions, and workforce planning activities necessary to support the Knowledge Bank and related enterprise platforms. - Establishes operational priorities, organizational expectations, accountability measures, communication standards, and service delivery practices supporting effective enterprise operations and long-term platform sustainability. - Oversees daily operational management activities for Knowledge Bank and CEQA enterprise systems, including operational support coordination, escalation management, release oversight, continuity planning, and service delivery management. - Monitors operational performance, staffing workloads, customer service effectiveness, service risks, and organizational metrics to identify operational improvements and strengthen enterprise service delivery. - Promotes a collaborative, customer-focused, high-performing work environment supporting accountability, innovation, operational excellence, continuous improvement, and effective cross-functional coordination. - Serves as executive product owner for the Knowledge Bank, providing strategic product direction, roadmap prioritization, and decision-making support for CEQA modernization, environmental review information services, permitting coordination capabilities, and related enterprise platform enhancements. - Oversees product backlog prioritization, enhancement intake, operational prioritization, and coordination between business stakeholders, partner agencies, vendors, and technical delivery teams. - Ensures Knowledge Bank solutions aligns with operational requirements, customer needs, statewide priorities, governance boundaries, and long-term sustainability objectives.

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15%	Executive Communication, Stakeholder Relations, and Legislative Coordination • Serves as the primary executive liaison for Knowledge Bank modernization efforts involving executive leadership, State agencies, control agencies, vendors, local governments, external stakeholders, partner agencies, and customers. • Leads executive presentations, stakeholder briefings, governance discussions, strategic planning meetings, and organizational communication activities related to the Knowledge Bank, CEQA modernization, environmental review services, and permitting coordination initiatives. • Coordinates responses to legislative inquiries, executive reporting requests, audits, budget hearings, procurement reviews, and policy discussions associated with Knowledge Bank modernization and related enterprise technology activities. • Represents the department in statewide technology discussions, enterprise modernization efforts, interagency coordination meetings, vendor executive discussions, and governance activities related to environmental review, permitting, and regulatory information services. • Builds and maintains collaborative relationships with executive leadership, business stakeholders, vendors, external agencies, local governments, and statewide partners to support successful Knowledge Bank implementation and long-term enterprise modernization outcomes. • Provides executive consultation regarding operational readiness, modernization risks, staffing strategy, budget planning, governance practices, organizational priorities, partner agency coordination, and long-term sustainability of Knowledge Bank services.
15%	Budget Management, Procurement Oversight, and Organizational Planning • Leads development and management of budget requests, staffing plans, fiscal projections, workload analyses, and operational resource strategies supporting the Knowledge Bank, CEQA modernization, and long-term operational sustainability. • Oversees development of Budget Change Proposals (BCPs), Project Approval Lifecycle (PAL) planning activities, procurement strategies, enterprise funding requests, and organizational resource planning efforts. • Provides executive oversight of enterprise contracts, vendor performance, procurement activities, technology acquisitions, and fiscal management activities supporting Knowledge Bank modernization and related enterprise technology services. • Collaborates with executive leadership, fiscal management, procurement staff, legal partners, business programs, and control agencies to ensure modernization initiatives remain operationally and fiscally sustainable. • Evaluates organizational growth needs, staffing structures, contractor utilization, partner agency support needs, and enterprise resource allocation strategies necessary to support long-term Knowledge Bank operations and platform expansion. • Supports establishment and long-term planning of an operational and technology support organization capable of sustaining the Knowledge Bank, CEQA modernization, environmental review information services, and statewide permitting coordination capabilities.

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	MARGINAL FUNCTIONS
5%	Other Duties as Assigned • Performs other job-related duties as required to support Knowledge Bank modernization initiatives, CEQA modernization, environmental review information services, permitting coordination capabilities, operational priorities, emergency response activities, executive directives, and organizational objectives. • Provides leadership support for special projects, statewide initiatives, organizational planning efforts, governance activities, and enterprise operational activities as assigned. • Assists executive leadership with strategic planning, policy development, organizational coordination, stakeholder engagement, and enterprise operational support activities related to the Knowledge Bank and associated technology services.
KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> • Principles and practices of executive leadership, organizational management, personnel supervision, workforce planning, succession planning, and team development within a complex enterprise IT environment. • Enterprise digital transformation strategies, organizational change management principles, enterprise governance frameworks, product governance practices, and modernization program oversight methods. • State of California IT governance frameworks including SAM, SIMM, CDT project oversight requirements, information security standards, accessibility requirements, privacy regulations, records management requirements, and enterprise architecture principles. • Enterprise project, portfolio, and product management methodologies including strategic planning, roadmap development, resource management, risk management, operational governance, organizational readiness, and executive reporting practices. • State budgeting, fiscal management, procurement practices, contract administration, vendor management, Budget Change Proposal (BCP) development, and Project Approval Lifecycle (PAL) planning processes. • Principles of enterprise operational management including service delivery oversight, continuity planning, operational governance, incident escalation management, release coordination, vendor coordination, and enterprise support management. • Public-sector technology modernization strategies involving enterprise applications, cloud technologies, SaaS solutions, workflow automation, enterprise integrations, data management, public-facing digital services, and large-scale operational transformation efforts. • Principles and practices for operating enterprise technology platforms in regulated business environments, including auditability, transparency, records management, role-based access, workflow controls, reporting, compliance support, and operational accountability. • Product ownership and product governance practices including roadmap planning, backlog prioritization, enhancement intake, customer needs analysis, stakeholder alignment, release planning, and coordination between business programs and technical delivery teams. • Methods for translating complex business, statutory, regulatory, or operational requirements into sustainable technology services, system capabilities, governance controls, and operational support models. • Executive communication strategies, stakeholder engagement practices, legislative coordination processes, organizational communication methods, interagency collaboration, and governance presentation techniques. • Principles of organizational risk management, enterprise compliance, operational accountability, governance boundaries, and strategic planning within a governmental technology environment. • Executive leadership in organizational management, strategic planning, personnel management, budget development, procurement oversight, stakeholder engagement, legislative coordination, enterprise	

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governance, and operational management.

Ability to:

- Lead large-scale enterprise technology modernization initiatives involving regulated business services, public-facing systems, multiple stakeholders, vendors, and cross-functional technology teams.
- Manage and supervise supervisory, technical, analytical, project management, and operational staff in a complex and evolving enterprise IT environment.
- Establish clear product direction, roadmap priorities, governance expectations, and operational decision-making practices for enterprise technology platforms.
- Translate complex business, policy, regulatory, and operational needs into actionable technology priorities, system capabilities, service models, and implementation plans.
- Oversee enterprise budgets, procurement activities, vendor relationships, contract performance, operational resources, and fiscal planning activities responsibly and effectively.
- Communicate clearly with executives, control agencies, legislators, vendors, business leaders, customers, and technical staff regarding complex, sensitive, and high-visibility technology matters.
- Build effective working relationships with executive leadership, business programs, State agencies, local governments, vendors, enterprise partners, and cross-functional stakeholders.
- Evaluate operational risks, organizational impacts, staffing needs, technology constraints, customer needs, and modernization opportunities to support executive decision-making.
- Direct organizational change, service transition, operational readiness, release planning, and long-term support activities for enterprise platforms.
- Establish accountability measures, governance controls, escalation paths, service expectations, and operational standards that support secure, reliable, and sustainable enterprise operations.
- Balance customer needs, statutory or regulatory constraints, security requirements, accessibility obligations, records obligations, fiscal limits, and operational capacity when making technology decisions.
- Exercise sound judgment, leadership, diplomacy, and discretion while managing sensitive enterprise operations, product priorities, stakeholder expectations, and executive-level initiatives.

DESIRABLE QUALIFICATIONS

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Experience providing executive-level leadership for enterprise technology services, platform modernization initiatives, product delivery, or large-scale public-sector technology programs.
- Experience managing supervisory, technical, analytical, project management, vendor, or operational support teams in a complex enterprise IT environment.
- Experience establishing product direction, roadmap priorities, governance expectations, operational decision-making practices, and long-term service delivery models for enterprise technology platforms.
- Experience leading or supporting modernization efforts involving public-facing systems, cloud technologies, SaaS platforms, workflow automation, enterprise integrations, data management, or regulated digital services.
- Experience translating complex business, policy, regulatory, operational, or customer needs into technology priorities, platform capabilities, implementation plans, and sustainable operating models.
- Experience coordinating with executive leadership, business programs, control agencies, vendors, local governments, external stakeholders, technical teams, cybersecurity staff, procurement personnel, and enterprise architecture teams.
- Experience overseeing enterprise budgets, procurement activities, vendor performance, contract management, fiscal planning, staffing plans, or organizational resource strategies.
- Experience with State of California IT governance, including SAM, SIMM, CDT project oversight,

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security requirements, accessibility standards, privacy requirements, records management obligations, enterprise architecture, Budget Change Proposals, or Project Approval Lifecycle activities. • Experience operating enterprise technology platforms in regulated business environments requiring auditability, transparency, role-based access, workflow controls, reporting, compliance support, operational accountability, or public access. • Experience establishing governance structures, operational controls, service expectations, escalation paths, release practices, continuity planning, risk management practices, or organizational accountability measures. • Experience presenting complex technology, operational, fiscal, governance, or risk topics to executives, control agencies, legislative stakeholders, business leaders, vendors, or non-technical audiences. • Demonstrated ability to exercise sound judgment, diplomacy, discretion, and leadership while managing high-visibility enterprise technology initiatives, sensitive stakeholder expectations, and competing operational priorities.

SPECIAL PHYSICAL CHARACTERISTICS: Persons appointed to this position must be reasonably expected to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects with or without a reasonable accommodation. Involves sitting most of the time but may involve walking or standing for brief periods of time. Occasional/overnight travel up to 15% may be required. SUPERVISION RECEIVED AND EXERCISED: Receives administration direction from the Chief Information Officer. Will oversee all aspects of the Knowledge Bank Initiative/Program and will directly supervise the Knowledge Bank program staff.

The statements contained in this duty statement reflect general details as necessary to describe the principal 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 to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE AND HAVE PROVIDED A COPY OF THE DUTY STATEMENT TO THE EMPLOYEE.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: *I HAVE READ AND UNDERSTAND THE DUTIES LISTED ABOVE AND CAN PERFORM THESE DUTIES WITH OR WITHOUT REASONABLE ACCOMMODATION. (IF YOU BELIEVE REASONABLE ACCOMMODATION IS NECESSARY, DISCUSS YOUR CONCERNS WITH YOUR HIRING SUPERVISOR. IF UNSURE OF A NEED FOR REASONABLE ACCOMMODATION, INFORM YOUR HIRING SUPERVISOR, WHO WILL DISCUSS YOUR CONCERNS WITH HUMAN RESOURCES OFFICE).*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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