



DUTY STATEMENT

CURRENT

PROPOSED

RPA Number: 25-297	Classification Title: IT Supervisor II	Position Number: 835-361-1404-001
Incumbent Name: Vacant	Working Title: IT Supervisor II	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	Intermittent Hours Per Month: N/A
Division/Branch: AFITS/Information Technology Services	Section/Unit: Web & Software Development/Software Project Mgmt.	Reporting Location: Sacramento
Supervisor's Name: Anamika Singh	Supervisor's Classification: IT Manager I	CBID: S01
Confidential Designation: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Designated Position for Conflict of Interest: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Position Telework Eligible: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Supervision Exercised: <input type="checkbox"/> None <input type="checkbox"/> Lead <input type="checkbox"/> Managerial <input checked="" type="checkbox"/> Supervisory		

Human Resources Use Only:	
HR Analyst Approval:	Date:

General Statement:

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

Position Description:

Under the general direction of the Information Technology Manager I, the incumbent is responsible for the direct supervision of staff performing project management and business analysis for software applications systems development and the management of maintenance and operations support of applications developed and/or managed by CalRecycle. The incumbent provides leadership in project management and business analysis, contract and vendor management, and as part of the IT and Department Management Team, performs short and long-term planning in alignment with IT Services, CalRecycle, and Agency strategic goals and objectives. The incumbent works closely with the IT Management team to plan and manage IT staff and resources.



The incumbent periodically serves as project manager or business analyst for more complex technology projects and may participate in the analysis and/or testing of applications.

Duties of this position fall primarily under the Business Technology Management, Software Engineering, and IT Project Management domains.

Essential Functions (including percentage of time):

45% **Software Application Development Project Management and Business Analysis.** Plan, organize and direct the work of staff performing project management (PM) and business analysis (BA) functions as it relates to the development and/or implementation of Commercial off the Shelf (COTS) or Software as a Service (SaaS) and/or custom software applications, systems, and/or tools. Ensure alignment with and application of industry standards, methodologies, principles, and techniques of business analysis and project management (e.g., PMBOK and Agile, BABOK) to lead teams of analysts and developers to support in all phases of the project management and system development life cycles (SDLC), i.e., the design, implementation, testing, deployment, maintenance, and documentation of IT solutions for CalRecycle staff and program participants.

Plan, organize and direct the work of staff performing PM and BA functions in support of projects subject to the California Department of Technology’s Project Approval Lifecycle (PAL). Monitor and manage staff’s efficient and effective delivery of CalRecycle’s IT services or custom or SaaS applications through the development and management of project charters, schedules, risk registers, issue logs, work breakdown schedules (WBS), communication, stakeholder, risk, and quality management, requirements elicitation, gathering, and completion, working with Product Owners to groom and prioritize backlogs, facilitation of scrum ceremonies, etc. Ensure staff actively oversee project deployment and follow- up. Ensure timely and accurate updates to designated communication tools (i.e., SharePoint project sites, Microsoft Teams sites, etc.).

Occasionally perform as Project Manager and/or Business Analyst on the most complex, sensitive, or complex software application systems projects. Receive, evaluate, process, and prepare incoming requests for new IT solutions as part of the IT Project Governance process. Provide consultation and feedback to program staff on the completion of these requests to ensure comprehensive justification, in alignment with CalRecycle’s mission and strategic goals and objectives, enabling accurate consideration and prioritization by CalRecycle’s IT Project Governance. Monitor, manage, update, and report on CalRecycle’s IT Project Portfolio to IT Management. Quarterly presentation to IT Project Governance on new requests, status, or escalations may be required.

Research, evaluate, and recommend emerging information technologies, project management, and business analysis practices that can enhance services that IT provides to programs and their stakeholders. In consultation with IT management and senior technical staff, determine and develop strategies for the adoption of new technologies. In coordination with Section IT Supervisors and staff, gather and compile the relevant project and/or software application maintenance and operational (M&O) data for quarterly presentation to CalRecycle Division management.



35% **Management and Supervision.** Manage administrative functions including hiring, staff development and mentoring, personnel actions, development of documentation and guidelines, project plans, and reports. As part of the IT Services management team, contribute to the administrative functions such as budgeting, procurement, preparation of bill analyses and budget change proposals, control agency reports, audits, etc. Work closely with the entire IT Services management team to plan, set priorities, and monitor workload and resources for projects and activities to directly assist CalRecycle programs, as well as projects and activities to increase the effectiveness of the IT Services Branch.

Prepare consultant contracts by completing purchase request forms, drafting a Statement of Work (SOW), and working with the IT Contracting Unit through bid award and resource onboarding; effectively manage the contracts by working with vendors and other groups within the organization. Adheres to departmental policies and procedures related to contract management in conjunction with the Department of General Services (DGS) State Contracting Manual (SAM). Submission of invoices to Finance Department in a timely and efficient manner, per contract and SAM. Failure to comply with timely payment processing and/or approval requirements may result in fines and/or penalties to the Department [or Division]. Understands and proactively applies standard (and/or daily) invoicing and billing concepts including, but not limited to, penalty accruals, signature authority, date, cost code, Purchase Order (PO), and contact numbers. Challenges or disputes invoices when necessary to ensure appropriate expenditures. As needed, direct questions or issues to the appropriate parties for resolution.

10% **Project and Resource Planning.** In coordination with the IT Manager and other section supervisors, prioritize and direct team resources to provide the highest service levels and customer service, including coordinating intake of scope, and prioritizing software application system development requests; plan assignment of staff resources; oversee and support software development project managers and business analysts in their efforts to ensure business requirements are properly scoped and fully implemented, and project timelines are met and communicate with the program and IT management on the status of software development projects and activities.

Marginal Functions (Including a percentage of the time):

5% **Continuing Education.** Actively pursue continuing education to assure that knowledge, skills, and technical competencies are kept up to date, and to stay abreast of emerging technologies and evolving best practices through training courses, self-directed education resources, research, and independent study.

5% **Other Duties.** Other duties as required include but are not limited to: Providing basic technical assistance to program staff on web-related issues, CalRecycle-managed software applications, office productivity software, and hardware. Occasionally provide or participate in providing brief presentations on technical topics to IT staff. Develop documentation, prepare reports, studies, and issue papers.



Typical Physical Conditions/Demands:

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

Typical Working Conditions:

The incumbent works in a high-rise office building 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.

Special Requirements of Position (Check all that apply):

- Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- Duties require participation in the DMV Pull Notice Program.
- Performs other duties requiring high physical demand. (Explain below)
- Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- Other (Explain below)

Explanation:



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 with a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Employee Name	Employee Signature	Date