



Classification: Information Technology Supervisor II
Position Number: 880-280-1404-003

DUTY STATEMENT

☐ CURRENT ☒ PROPOSED

RPA Number: 25-280-104	Classification Title: Information Technology Supervisor II	Position Number: 880-280-1404-003
Incumbent Name: Vacant	Working Title: Information Technology Supervisor II	Effective Date: TBD
Tenure: Permanent	Time Base: Full-Time	CBID: S01
Division/Office: Division of Information Technology		Section/Unit: IT Client Services/Help Desk
Supervisor's Name: Jean-Pierre Hodge		Supervisor's Classification: Information Technology Manager I

Human Resources Use Only:

HR Analyst Approval: *Rebecca Ramirez*

Date:

General Statement

Under the general direction of an Information Technology Manager I 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.

Position Description

The incumbent will also attend conferences, obtain training, review technical journals and periodicals, browse appropriate internet sites, etc., to acquire and maintain knowledge of applicable emerging technologies, procedures, and industry practices. The Help Desk Unit is responsible for staffing and daily operation of the Division of Information Technology (DIT) Help Desk, M-F 7am-5pm. The incumbent may be requested to work unusual hours, weekends, or holidays as needed to support equipment maintenance and network operations and may, on occasion, be requested to travel to other regional offices. This position is in the Client Services domain.



Classification: Information Technology Supervisor II
Position Number: 880-280-1404-003

Essential Functions (Including percentage of time):

40%	Supervise staff involved in the implementation and maintenance of Computer Help Desk and Telecommunication support services utilizing industry standard information technology implementation and operation strategies. Coordinate and manage the operation of Water Boards' centralized Help Desk services. Responsible for formally supervising staff, training/mentoring, work assignments, resource support, and leadership in providing quality services to Water Boards' customers. Work with Regional Board Administrators on projects or issues.
40%	Responsible for project planning and managing Computer Support and Desktop administration projects for which the Division of Information Technology is responsible. Project administration includes resource assessment, asset management, distribution of equipment, telecommunication support and contract management, administering contracts in support of projects and providing project status reports to management. Oversee lead technical system administrators in analyzing, developing, testing, and implementing secure computer services. Assess customer requests for ongoing support, operation and maintenance of various operating systems environments residing in the Water Boards production infrastructure. Allocate and manage resources to fulfill these requests. Ensure the highest level of security on all systems, appropriate permissions management; and robust backup and recovery procedures are current, documented and followed by staff. Understand how new technology or services interface with the consolidated infrastructure within the California Environmental Protection Agency (CalEPA) building.
15%	Establish and enforce standards for all enterprise Water Board systems and projects for designing, testing, implementing, and maintaining services. This includes establishing standards for systems design, testing security, design walk-through, change request procedures, production procedures, user manuals/training, and systems documentation. Act as a lead in-house technical consultant to aid Specialist and Associate level staff on all aspects of computer systems testing, implementation and maintenance. Ensure frequent security updates, performance tuning and accurate documentation of all computer systems within the Water Board.

Marginal Functions (Including percentage of time):

5%	Perform other duties as required.
----	-----------------------------------

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 a keyboard for extended periods of time. Ability to carry more than 40 pounds to retrieve equipment or components.

Typical Working Conditions:



Classification: Information Technology Supervisor II
Position Number: 880-280-1404-003

The incumbent works on the 8th floor of a high-rise office building in downtown Sacramento, in an open collaborative workspace, windowed office half height cubicle in a smoke-free environment. The work schedule is Monday through Friday. Weekend work may be necessary when the department is mission tasked. Travel may be required locally and within the state. The Information Technology Associate may be requested to work unusual hours, weekends, or holidays as needed and will need to periodically carry and/or move equipment more than 40 lbs., prolonged periods of standing, walking, or sitting, depending on work situation.

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