

DUTY STATEMENT

CTC-HR 101 (REV 12/2021)

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		RPA #	EFFECTIVE DATE: Click or tap here to enter text.
EMPLOYEE'S NAME Click or tap here to enter text.		POSITION NUMBER (Agency - Unit - Class - Serial) 192-406-1404-003	
DIVISION/UNIT Division of Technology and Innovation / Software Development / DevOps		CLASS TITLE/WORKING TITLE Information Technology Supervisor II	

You are a valued member of the Commission on Teacher Credentialing (Commission). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the Commission to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the direction of the Software Development manager (IT Manager I), the incumbent will oversee the work of the software development technical staff who perform a wide range of system and software development projects in the Software Engineering domain. The incumbent works closely with program subject-matter experts, executive staff, and vendors on system design, development, analysis, testing, and implementation. The incumbent will work with the IT Supervisor II over the Project and Data Services team to manage vendor contracts and facilitate communication among all project stakeholders. As part of the supervisory duties, the incumbent will manage the team's administrative processes such as hiring, leave requests, timesheets, etc.

Percentage 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.

40%

ESSENTIAL FUNCTIONS

Staff Management/Supervision

- Responsible for management of technical staff in the systems development life cycle, software development tool sets, cloud-based applications such as SaaS solutions, and related project efforts.
- Provide direction to staff engaged in providing analysis, design, implementation, maintenance, and evaluation of computer software support.
- Schedule work assignments, set priorities, and direct the work of staff and adjust as necessary due to changing priorities.
- Provide oversight and leadership in the hiring, development, and retention of competent and professional staff to ensure the team maintains the analytical and technical expertise required to support current and future Commission needs.
- Oversee and approve the team's administrative processes including but not limited to leave requests, timesheets, etc. to ensure adequate staffing coverage and operational continuity.
- Facilitate the identification, documentation, clarification, and simplification of work processes to identify areas of improvement/streamlining to increase effectiveness in providing services to the customer.
- Establish work assignments, provide direction, evaluate work and skill development of staff, and provide developmental or corrective training as required.
- Monitor progress on assignments and take appropriate action to ensure timely and successful completion.
- Evaluate staff to provide feedback and communicate job performance and expectations.
- Prepare performance appraisals, utilize progressive discipline, and take corrective action, as necessary.
- Oversee staff performance standards and ensure recognition processes are applied in alignment with established policies, set and monitor staff standards and metrics for service and product quality based on research, customer feedback, and performance expectations.
- Supervise, guide, and support project team members and contractors by providing direction, and performance oversight, and ensure accountability for assigned work.

35%

Project Management

- Define project scope, goals, and deliverables that support business goals in collaboration with senior management and stakeholders.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear manner.

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	• Set and continually manage project expectations with team members and other stakeholders. • Plan and schedule project timelines and milestones using appropriate tools. • Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas. • Estimate the resources and participants needed to achieve project goals. • Direct and manage project development from beginning to end. • Develop project plans and associated communication(s) documents. • Delegate tasks and responsibilities to appropriate personnel. • Identify and resolve issues and conflicts. • Identify and manage project dependencies and critical path. • Develop and deliver progress reports, proposals, requirements documentation, and presentations. • Proactively manage changes in project scope, identify potential issues, and devise contingency plans.
20%	Contract Management • Oversee and manage system production issues and defects. • Manage contract changes. • Perform an assessment of operations progress, including probability of meeting milestones/deliverables for all change requests and adherence to the scope, schedule, and budget. • Manage and track service level agreements. • Track project milestones and deliverables. • Review and acceptance of all project deliverables.
5%	<u>MARGINAL FUNCTIONS</u> Other related duties as assigned.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- Information technology governance principles and guidelines to support decision making.
- Software application framework design and development.
- Complex mission critical business process and systems.
- Principles, methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices.
- System specifications design, document and implementation methodologies and techniques.

Ability to:

- Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions.
- Develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems.
- Establish and maintain effective working relationships with others.
- Communicate effectively. Explain solutions to problems or questions from external users both verbally and in writing.
- Handle multiple tasks, projects and priorities.
- Work in a web based client server application environment.
- Analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions.
- Develop effective solutions.

INTERPERSONAL SKILLS

- Excellent interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission.
- Demonstrate a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Fingerprint clearance.

DESIRABLE QUALIFICATIONS

- Software Development Lifecycle (SDLC)
- Software application framework design and development
- Agile/Scrum methodologies
- ASP.NET
- .NET Core
- MVC
- C#
- HTML
- SQL (SSMS); writing queries
- Database design
- Visual Studio
- jQuery
- CSS and CSS frameworks
- Language Integrated Query (LINQ)
- Object Relational Mappers such as Entity Framework
- Microsoft Windows operating system
- Experience researching, evaluating, and testing software products and systems solutions.
- Experience in analyzing and reviewing business requirements and developing technical specifications.
- Experience writing technical documents and procedures.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Requires use of Microsoft Teams and frequent contact with employees, and some public contact.
- Requires mobility to various areas of the Commission.
- Work business hours of 8:00 a.m. to 5:00 p.m.

Physical Ability: Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

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Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

PERSONAL CONTACTS

Has daily contact with Commission management, staff, and the Commission's customers.

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent performs a variety of tasks in connection with the analysis, development, installation, implementation, procurement, or support of information technology systems, multifunction automated office systems, microcomputer systems, and teleprocessing networks and/or systems. Work is subject to periodic review and contact with the public is moderate. The consequence of errors is significant.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

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.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE