

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION

CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Supervisor II	<i>Enterprise Testing Office Test Supervisor (UI Web)</i>
NAME OF INCUMBENT:	POSITION NUMBER:
	280-349-1404-023
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Enterprise Testing Office	
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Product Development Division	Information Technology Manager I
BRANCH:	REVISION DATE:
Information Technology Branch	6/22/2026
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	

2. REQUIREMENTS OF POSITION

Check all that apply:

- | | |
|---|--|
| ☒ Conflict of Interest Filing (Form 700) Required | ☐ Call Center/Counter Environment |
| ☐ May be Required to Work in Multiple Locations | ☒ Requires Fingerprinting & Background Check |
| ☐ Requires DMV Pull Notice | ☐ Bilingual Fluency (<i>specify below in Description</i>) |
| ☐ Travel May be Required | ☐ Other (<i>specify below in Description</i>) |

Description of Position Requirements:

(e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)

3. DUTIES AND RESPONSIBILITIES OF POSITION

Summary Statement:

(Briefly describe the position's organizational setting and major functions)

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

- | | | |
|---|---|---|
| ☐ Business Technology Management | ☒ IT Project Management | ☐ Client Services |
| ☐ Information Security Engineering | ☒ Software Engineering | ☐ System Engineering |

Under the general direction of the Section Chief, the incumbent is responsible for planning, organizing, and directing the work of assigned technical staff. In this role, the incumbent:

- Coaches, mentors, and guides staff to achieve testing goals, improve performance, and support ongoing professional development.
- Communicates expectations clearly to staff as both individuals and team members, and provides timely, constructive feedback.
- Participates in hiring activities, including interviewing, selecting, onboarding, and developing staff to meet organizational needs.

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- Identifies and manages testing resources, ensuring efficient and timely delivery of testing activities, including the development, analysis, and monitoring of project test plans while leveraging the Enterprise test management tool.
- Provides accurate and timely testing status updates to customers, stakeholders, and management.
- Coordinates with project teams, stakeholders, and vendor partners to support testing readiness, align deliverables, and resolve issues.
- Identifies issues, determines appropriate actions or escalation needs, and makes data-driven recommendations and decisions.
- Contributes to ETO-wide modernization efforts by collaborating across teams, sharing expertise, supporting enterprise testing initiatives, and helping align practices and tools across the broader organization.
- Identifies opportunities for process improvements, recommends enhancements, and supports change-management activities related to testing practices and workflows.
- Ensures testing quality, consistency, and adherence to established standards and procedures.

The incumbent contributes toward the growth of the Information Technology (IT) Branch into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Percentage of Duties	Essential Functions
30%	Provides day-to-day supervision and operational management of assigned testing staff. Oversees planning, estimating, scheduling, and execution of testing tasks using the enterprise test management tool to support project testing, production fixes, and integration testing. Ensures test plans, timelines, test coverage, defect tracking, and reporting are accurate, monitored, and communicated effectively. Coordinates with automation teams to identify test cases suitable for automation and align manual testing activities with automation efforts.
15%	Establishes and monitors an employee development plan to mentor staff on Employment Development Department (EDD) system test best practices. The development program is based on internal mentorship policies, processes and knowledge transfer from existing experienced test staff, EDD University and other formal training methods to support employee development. Invests in each staff member's development by meeting with them regularly, offering access to technical and soft skill trainings, and providing timely feedback. Draws up a professional development plan based on the employee's performance goals and current performance levels as required. Engages all employees in the interactive process, including progressive discipline when necessary.
15%	Works with Branch management to ensure testing processes and procedures align with organizational policies and industry standards. Coordinates required status meetings and acts as the communication point between testing teams, development teams, vendor partners, and stakeholders to ensure alignment and timely delivery of testing commitments.

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15%	Supports ETO-wide modernization initiatives by collaborating with other supervisors and management, ensuring consistent adoption of updated tools, workflows, and testing practices. Identifies opportunities for process improvement, recommends enhancements, and supports change-management activities to improve testing efficiency and consistency across the organization.
10%	Executes supervisor responsibilities related to succession planning, workload planning, staffing, and budgeting. Completes training plans, probation reports, hiring documents, and personnel-related products in alignment with the Personnel Management Handbook. Monitors staff workload, and ensures compliance with relevant state laws, rules, regulations, and statewide guidance.
5%	Provides support to Division Senior Management by ensuring timely delivery of testing milestones and preparing clear, accurate test metric reports. Communicates testing progress, risks, and resource impacts to leadership to support informed decision-making.
Percentage of Duties	Marginal Functions
5%	Performs special projects. Special projects can include, but are not limited to, hardware upgrades, other test estimates, or any division-wide project that requires division representation.
5%	Performs other duties as assigned.

4. WORK ENVIRONMENT (Choose all that apply)

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: Click here to enter text.	

Type of Environment:

☐ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:

Interaction with Customers:

☐ Required to work in the lobby ☐ Required to work at a public counter ☒ Required to assist customers on the phone ☒ Required to assist customers in person ☐ Other:

5. SUPERVISION EXERCISED:

(List total per each classification of staff)

Directly – 5 IT Specialist I; 2 IT Associates

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6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

☐ Duties meet class specification and allocation guidelines.	CPU Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	FNB	7/7/2026

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file