

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 30804	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Enterprise Services Section	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 Third Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION IT Manager I	POSITION NUMBER 306-072-1405-002	CBID M01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00 am to 5:00 pm	TENURE Permanent	
WORKING TITLE Chief, Enterprise Services	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☐ Rank and File ☒ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under general direction of the Chief of the Products & Applications Office (Information Technology (IT) Manager II), the IT Manager I in the Department of General Services, Enterprise Technology Solutions within the Business Technology Management, Information Technology Project Management and Software Engineering domains, is responsible for planning, organizing and directing the activities of the Enterprise Services team, which provides enterprise wide services to all Department of General Services (DGS) offices.

☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing

SPECIAL REQUIREMENTS ☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)

☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
25%	Provides direction, guidance, and leadership to the Enterprise Services Supervisors and subordinate staff by planning, organizing, and directing the daily activities of the staff in support of the design, development and maintenance of DGS' enterprise service offerings delivered via cloud based, configurable platforms in order to meet DGS' business goals and objectives, to ensure, procedures and processes for IT management are in compliance with DGS policies.
25%	Establishes and participates in ETS' technology strategic planning by managing the business operations of the section through recommendation, development, implementation, and enforcement of ETS policy, standards, processes, and procedures, and providing oversight and planning for the section's budget and contract management in order to provide support in meeting

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PERCENTAGE	DESCRIPTION
	the department's goals and objectives in accordance with IT best practices and state requirements.
20%	Develops and analyzes performance and capacity reports related to software solutions by utilizing project management, communication and negotiation, in order to optimize efficiency and implement the appropriate IT business solutions, in accordance with executive direction, IT governance processes, and IT policies and procedures, to ensure in compliance with DGS guidelines.
10%	Coordinates interdepartmental project activities and resource needs with fellow Section Chiefs and programs in order to deliver effective new solutions for DGS customers, leveraging cloud based platforms, to ensure project management best practices are in line with DGS strategic goals.
10%	Manages, directs, develops, and reviews the work of subordinate staff by communicating unit goals and objectives, establishing performance expectations, inputting, reviewing and approving/denying time-sheets, managing staff requests for time off, maintaining adequate staffing, providing direction and information on human resource processes, and developing timely performance evaluations and training plans, in order to provide opportunities for training, promote upward mobility, provide guidance on personnel performance issues, to ensure equal employment opportunities and a harassment and discrimination-free work environment, utilizing Project Accounting and Leave, applicable bargaining unit contract provisions, the Personnel Operations Manual, DGS policies, procedures and guidelines, State Personnel Board and California Department Human Resources' laws, rules and regulations.
5%	Review feasibility and technical design documents in order to determine soundness and comprehensiveness of analysis, and pertinence of the platform and solution selected to ensure effective delivery of new solutions for DGS customers.
5%	Writes and provides oversight to staff in the development of procurement contracts and inter-agency agreements including all required documents, in order to produce statements of work and vendor evaluation criteria and guidelines, to ensure effective use of resources, in accordance with IT and procurement policies.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Will report to office as needed/required.

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Demonstrated experience leading enterprise technology platforms, including ServiceNow, Microsoft 365, Enterprise SaaS solutions, or comparable cloud platforms.

Extensive knowledge of IT governance, Enterprise Architecture, IT Service Management (ITSM), Agile methodologies, DevSecOps, and project portfolio management.

Experience leading large-scale digital transformation initiatives involving cloud technologies, workflow automation, and business process modernization.

Proven ability to develop strategic technology roadmaps aligned with organizational goals, customer needs, and enterprise priorities.

Strong leadership skills with experience managing multidisciplinary technical teams, developing staff, fostering collaboration, and driving organizational change.

Experience managing technology budgets, software licensing, vendor contracts, procurements, and strategic vendor relationships.

Knowledge of CyberSecurity, identity and access management, privacy regulations, accessibility standards, disaster recovery, and risk management principles.

Exceptional communication, negotiation, and stakeholder engagement skills with the ability to present complex technical concepts to executive leadership and business partners.

Experience using data analytics, performance metrics, and executive dashboards to measure operational effectiveness and support informed decision-making.

Demonstrated commitment to continuous improvement, innovation, customer service excellence, and delivering secure, scalable, and sustainable enterprise technology solutions.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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