



POSITION DUTY STATEMENT

Division: Information Systems Division	Classification Title: 1406 Information Technology Manager II
Branch: Enterprise Modernization Project Branch	Working Title: DxP Program and Quality Assurance Section Manager
Unit: Enterprise Modernization Project Branch	Tenure/Timebase: Limited Term Fulltime
Position City: Sacramento	Position County: Sacramento County
Position Number: 716-1406-943	CBID/Bargaining Unit: M01
Conflict of Interest Classification: Yes This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	Bilingual Language: Unknown
Sensitive Position: No	DMV Employee Pull Notice: No
Fingerprint/Live Scan: Yes	Professional License: No
Work Week Group: E	Date Approved: 07/23/2026

Direction Statement and General Description of Duties: Under administrative direction of the Modernization Project Director, CEA B, the incumbent serves as the Driver License/ Identification (DL/ID) Modernization Program and Quality Assurance Manager. The Information Technology Manager (ITM) II will manage and support the department's DL/ID modernization projects with updated technology broadly supported by the information technology (IT) industry, develop strategic plans for modernizing the department's applications and infrastructure with a cloud first approach. The incumbent will lead efforts to replace, renovate and upgrade existing business applications to ensure the continuity of DMV's business operations. The ITM II will formulate and implement new technology services to meet the future needs of DMV. The ITM II performs duties related to the IT Project Management and Business Technology Management domains including Integration Management, Contract Administration, and IT



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Strategic Planning. However, work may be assigned in the other domains as needed.

Percentage and Essential/Marginal Functions:

35%	Program Portfolio, Vendor Coordination & Quality Assurance Leadership (E) Serves as the Program Manager responsible for overseeing the full portfolio of Driver License (DL) modernization projects. Acts as the central coordination point across all contractors, vendors, QA teams, and workstreams. Provides strategic direction in planning, coordinating, and controlling multi-vendor activities to ensure alignment with State priorities, program goals, quality standards, and project timelines. Oversees the Quality Assurance (QA) team, ensuring QA processes, quality gates, and deliverables adhere to DMV's Quality Management Plan, including solution quality reviews, test coverage expectations, and acceptance criteria as outlined in the plan. Leads the development and maintenance of integrated program schedules that incorporate QA milestones, test cycles, and entrance/exit criteria. Ensures adherence to State IT policies and departmental project management standards and provides executive-level reporting and recommendations to the Deputy Director.
25%	Contract, Vendor, and Financial Oversight (E) Provides oversight for all vendor and contractor engagements supporting development, testing, and quality assurance. Ensures vendors meet contractual QA obligations, including providing required test artifacts, defect remediation, test evidence, and meeting entrance and exit criteria for each testing phase. Collaborates with State staff to monitor contract performance, budgets, burn rates, and quality deliverables. Directs the identification, quantification, and mitigation of procurement, vendor, and interdependency risks across workstreams. Ensures services are delivered in compliance with contract specifications and negotiates contract modifications as needed.
20%	Program Communications, Governance, Issue Management & QA Reporting (E) Facilitates communication across all levels (executive leadership, program teams, QA staff, vendors, and control agencies). Establishes governance mechanisms and centralized dashboards that display real-time visibility into development progress, QA progress, defect trends, test execution metrics, and readiness to meet milestones. Monitors program and QA goals, leads cross-functional planning and triage sessions, ensures timely escalation of risks, defects, and cross-team blockers, and supports continuous improvement in testing and QA practices as documented in DMV QA standards
10%	UAT & Enterprise QA Coordination (E)



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	Provides strategic oversight for User Acceptance Testing (UAT) and its integration with upstream QA activities and test cycles. Ensures alignment across business units, technical teams, and the QA organization to deliver consistent quality outcomes. Guides UAT managers and leads to develop comprehensive test strategies aligned with program timelines, quality targets, and entrance/exit criteria. Monitors test execution, defect resolution, and ensures issues affecting UAT outcomes are identified early and resolved efficiently. Ensures implementation of QA and UAT best practices, metrics, and performance standards consistent with DMV’s quality assurance
5%	Strategic Planning, Workforce Development (M) Advises and provides recommendations to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements. Provides guidance and direction on human resource management and personnel development including hiring, training, and progressive discipline.
5%	Other Duties (M) Perform other duties as needed.



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716-1406-943

Supervision Received: The IT Manager II reports directly to and operates under the administrative direction of the Enterprise Modernization Project Director, CEA B.

Supervision Exercised and Staff Numbers: The ITM II is the Section Manager over a multi-functional, highly complex organization. This position directly supervises managers, supervisor, and/or technical staff/teams. The ITM II will provide general direction to each of these direct reports and indirect oversight to their subordinates.

Physical Requirements:

Special Requirements:

Personal Contacts: Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, e-mail, in person and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight, and lead individuals or groups. Interactions may be general, confidential, sensitive, or informative in nature.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE



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