

**DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
LEGISLATIVE TECHNOLOGY BRANCH
CYBERSECURITY NETWORK & ENVIRONMENTAL DIVISION
APPLICATION SECURITY
RESEARCH COMPLIANCE & AWARENESS**

CLASSIFICATION TITLE: Information Technology Manager I (ITM I)
Research, Compliance & Awareness section

POSITION NUMBER: 154-1405-016

EFFECTIVE DATE: XX/XX/2026

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general direction of the Information Technology Manager II (ITM II) in the Cybersecurity, Network and Environmental (CNE) Division, the Information Technology Manager I (ITM I) of the Research, Compliance & Awareness (RCA) section oversees and provides leadership, supervision, guidance, mentoring, and support for all operations and activities related to the delivery of the Office of Legislative Counsel (OLC) Information Security and Privacy Training Awareness Program.

The RCA section provides leadership and support for information security awareness, compliance related research, policy and procedure development, incident response coordination, customer outreach, reporting, and project management. The section develops, implements, and supports security awareness, compliance, and training initiatives through planning, analysis, design, testing, implementation, reporting, and continuous improvement.

The ITM I manages a team of IT professionals at the IT Specialist levels and communicates and collaborates directly with cross-divisional technical teams at the Legislative Data Center (LDC) in the delivery of core IT services and solutions. The ITM I is responsible for budgets, contracts, personnel and recruitment, training, development, and retention of technical staff, and participates as a member of the LDC management team by making recommendations and developing and implementing policies.

The ITM I works closely with technical leads and subject matter experts to build development and training roadmaps that provide continuous learning opportunities to current and future LDC staff. The area of responsibility managed by the ITM I is critical to the business success of the OLC, where the consequence of error is high. Duties include, but are not limited to:

50% Leadership/Project Oversight

- Identifies, establishes and maintains relationships with key information technology stakeholders to assure effective communication takes place on business requirements, operational and project objectives and issues related to the most complex legislative information technology products and services.

- Oversees coordination of priorities and assignments for the RCA section, coordinating and monitoring all operational, project activities and planned activities for the supported products, services, and operations.
- Oversees the RCA section to ensure all time frame and cost estimates are met and that all sponsors and stakeholders are informed of plans, progress, and issues.
- Creates a high-performance environment at the LDC and within service/project teams to ensure the highest quality information technology solutions are developed that meet the business objectives of the OLC.
- Oversees the implementation of new or enhanced technology services, including coordination with project stakeholders.
- Provides general direction to team leaders on major service developments and project assignments; monitors project progress and development to ensure milestones are met and deliverables meet service and project objectives and requirements. Provides status to LDC management and information technology stakeholders.
- Oversees and manages contracts/vendors for special IT projects to ensure specifications are met within project timeframes and within budget.
- Develops and maintains effective communication and working relationships with executive management, state agencies, vendors, and business stakeholders.

20% Supervision, Evaluation, and Training Subordinate Supervisors and staff

- Reviews recruitment procedures, hiring plans, staff development plans. Develops and reviews performance reports, appointment documents, staff advancement, and Merit Salary Adjustments (MSA) for appropriateness of action and adherence to departmental hiring, EEO, and other policies. Conducts performance appraisals and prepares requisite evaluation reports.
- Mentors subordinate staff on issues of project management, personnel resourcing, scheduling, budget, and communications with executive sponsors, project stakeholders and OLC executives.
- Supervises, evaluates, and trains subordinate staff. Facilitates collaboration amongst the LDC teams to identify common needs and shared technology solutions and processes that align with business goals.
- Manages preventive, corrective, and formal disciplinary action and supervisory problems in accordance with State and departmental policies, practices, and procedures.

20% Consultation

- Evaluates proposed new technology for meeting the business requirements of the OLC. Works with internal technical teams to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluates request proposals for new/enhanced information technology services requested by LDC/OLC executive leadership and makes appropriate recommendations and/or decisions.
- Reviews and/or participates in the evaluation of new technologies, services and solutions that potentially improve staff productivity or provide a means to better support the legislative

process.

- Assists in the definition and development of policy, missions, goals, plans, and objectives of CNE as well as provides consultative support to other units within LDC.

10% Operational Services and Project Management

- Evaluates operational system performance and initiates actions and process improvements as required to ensure continued effectiveness to meet the information technology needs of the OLC.
- Exercises overall direction of assigned projects by coordinating and monitoring project activities, participants, and stakeholders.
- Plans, organizes, directs, and controls the activities of the team members, other LDC staff, and consultants to assist with operational services and project activities.
- Oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking.
- Keeps all stakeholders apprised of plans, progress, and issues while ensuring that all time frames and cost estimates are met.
- Prepares formal progress reports.

Information Technology Domains:

Legislative Technology Consultants:	Critical skills
Applications Services:	Moderate skills
Information Security:	Moderate skills
Systems Infrastructure:	Moderate skills
Network Infrastructure:	Moderate skills
Business Technology Management:	Critical skills
Client Services:	Critical skills
Project Management:	Critical skills

WORK ENVIRONMENT REQUIREMENTS

Core business hours are 8 am – 5 pm. Schedule may be adjusted and is contingent upon business, project, and customer needs. The ITM I carries a mobile device during work hours and off-shift, works evenings, weekends, and State Holidays as required. The ITM I uses highly secured LDC virtual private network technologies from off-site locations to access LDC's applications or systems to perform job duties outside of standard business hours. Occasional travel may be required.

ALLOCATION FACTORS

Supervision Received:

The ITM I reports directly to the Application Security Manager II (ITM II) of the CNE Division.

Assignments will be made by the ITM II and will be general in nature, accompanied by any special constraints and/or requirements. The ITM I will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

The ITM I exercises initiative, independence of action, originality, demonstrates tact, and exercises sound judgment that recognizes the best interests of the State, the agency, and the California Legislature.

Errors, poor judgment, lack of legislative business knowledge, unplanned system downtime, and project failure could result in political embarrassment to the California Legislature and immediate media attention. The quality of the services is very critical; risks to the California Legislators and the agency are extreme.

Personal Contacts:

The ITM I works closely with the OLC executives, LDC management, technical, operations, and administrative personnel, the vendor community, and external local, State, and Federal agencies. It is imperative for the ITM I at this level to be influential to these parties and gain their confidence.

Administrative Responsibilities:

The ITM I is responsible for planning and budgeting operations and projects. The incumbent manages recruiting, selecting, placement, and development of section personnel. The incumbent oversees vendor and consultant contractors.

Supervision Exercised:

The ITM I directly supervises a highly specialized team of IT professionals at the IT Associate and IT Specialist levels. The ITM I has full management responsibility for the staff and activities of the Research, Compliance & Awareness section to coordinate and achieve the goals and objectives of the OLC.

KNOWLEDGE, SKILLS, AND ABILITY REQUIRED:

Knowledge of:

- Analysis methods to obtain and translate customers' technical and information needs and provide a secure working environment.
- Business and management principles involved in planning, resource allocation, leadership techniques, and coordination of people and resources.
- Contract administration practices to ensure provisions are met by vendors, consultants, or contractors.
- Hardware and software supported by LDC to assist in determining technology requirements for new application development projects and to support current systems and operations.
- Human behavior and motivation techniques to create a high-performance work environment and encourage positive working relationships with all levels of the organization and cross-functional teams.

- IT concepts, best practices, methods and principles that support legislative business solutions and decision making.
- Legislative environment and legislative process, including the legislative calendar and deadlines, to provide effective information technology services and solutions.
- Management principles required to maintain high performing cross-functional teams.
- Methods to investigate and resolve application issues.
- OLC Vision, Mission, Values, organizational structure, policies, processes, procedures, rules and regulations.
- Policy formulations and recommendations for executive management.
- Principles and methods to identify, analyze, specify, and design highly complex secure applications that meet customers' business requirements.
- Principles and practices of organization, administration, human resource and budget management.
- Program and project management best practices and application development principles used to analyze highly complex automated solutions that meet legislative customers' business and information system requirements.
- Project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur and risk management knowledge to mitigate risk of failure of projects.
- State personnel practices to effectively perform personnel administration of staff resources.
- Testing methods and procedures to oversee test plans that validate the functional and performance criteria required to meet the customers' information system requirements and the information technology environment for projects.

Skills and Ability to:

- Prepare and review operational budget estimates, project proposals, and justifications for staffing, contractors, and software and hardware resources required for applications used by customers of the RCA section.
- Act as an advisor to executive management, managers, supervisors, colleagues, and team members.
- Address detailed examination from legislative leaders, Members, and high-ranking legislative staff without deferral or delegation in a discrete and nonpartisan manner on technology initiatives.
- Advise management on formulating IT strategy, policy, and governance throughout the organization and enterprise wide.
- Communicate well both orally and written with legislative stakeholders, executive management, managers, supervisors, colleagues, team members, contractors, and vendors to include effective presentations.
- Create a high-performance work environment and perform effectively with cross-functional teams to meet goals and objectives.
- Demonstrate executive countenance and confidence required to arrive at decisions.
- Direct and oversee the implementation of new application systems for the OLC.
- Efficiently and effectively manage time and resources allocated to complete program, project, and operational assignments.

- Establish and maintain strong cooperative and collaborative working relationships with agency executives, management, customers, and vendors that culminate in successfully meeting customers' expectations of products and services.
- Evaluate proposed new technology for meeting business requirements of the California Legislature. Works with other LDC units to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluate system performance and initiate actions as required, ensuring continued effectiveness to meet the information technology needs of the OLC.
- Exercise discretion when confronted with strong pressures for and exposure to disclose confidential information because of the partisan nature of the Legislature.
- Exercise sound fiscal responsibility to adhere to fiscal guidelines, regulations, principles, and standards of the OLC when committing resources for program, project, or operational support.
- Help define and develop policy, missions, goals, plans, and objectives of the Infrastructure Services Division as well as provide consultative support to other units within the agency and the Legislature.
- Identify appropriate new technologies and the issues associated with the application of new technologies into the existing environment.
- Learn, interpret, and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Motivate, guide, coach, and mentor staff by conveying a commitment to work assignments in support of the OLC Vision, Mission, and Values.
- Oversee coordination of priorities and assignments for legislative technology implementations, upgrades, and maintenance; coordinate and monitor project activities and work plans to measure level of effort/schedule versus planned activities.
- Oversee the administration of, and coordinates services for, operational funding for the RCA section.
- Produce complex reports to track program and project schedules, milestones, risks and issues, system defects, and enhancement requests.
- Provide quality and timely ad hoc assignment information to executives, team members, and stakeholders.
- Provide vendor management and oversee planning and control of assignments, including management of communications, risks, issues, change requests, and incident tracking for the legislative technologies and solutions assigned to the section.
- Quickly adapt to changes in program, project, and operational priorities by being flexible in shifting schedules, milestones, resources or competing priorities.
- Solicit input from other LDC managers and at the same time provide constructive suggestions on process modifications to take advantage of technologies.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Employee's Signature

Date