

JOB DESCRIPTION AND POSITION CLASSIFICATION

CLASSIFICATION Information Technology Supervisor II		DWR POSITION NUMBER 0530-1404-501	SAP POSITION NUMBER 50001677	MCR 1
APPOINTEE Vacant		SAP PERSONNEL NO.	DIVISION/SECTION DTS - SAP Logistics and HR Functional Analysis	
COLLECTIVE BARGAINING IDENTIFIER Management Related BU: ☐ Supervisory Related BU: ☒ Confidential Related BU: ☐ Rank and File BU: ☐ S01				
RESPONSIBILITIES EXERCISED ☒ Supervisory ☐ Lead Person		IMMEDIATE SUPERVISOR (Print) Sunny Kaler	SUPERVISOR'S CLASSIFICATION Information Technology Manager I	
APPROVED BY (Personnel Analyst's Name) Estevez Contreras			DATE 08/05/2026	
<i>Percent of Time</i>	<i>Activity</i>			
45%	POSITION SUMMARY Under the general direction of the Manager of the SAP Center of Services Office, the position serves as Supervisor of the SAP Logistics and HR Functional Analysis Section. The position's duties and activities are performed within Software Engineering technical domains. The incumbent has full supervisory responsibility for DWR Enterprise Resource Planning (SAP) software and functional operations. The position's duties include the planning, directing, organizing, and controlling of work activities of the team members. The position will provide critical services in support of the Department programs, strategic goals, and business objectives. Incumbent must adhere to all Department IT Governance Standards and IT Policies as set by the Department's Manager of Division of Technology Services. ESSENTIAL FUNCTIONS This position requires that the incumbent work cooperatively with others; maintain regular, predictable, and consistent attendance; exercise good judgment; provide excellent service to internal and external customers; and complete assigned projects and tasks on time at a level commensurate with the position classification. The incumbent must demonstrate the following: respect for coworkers and managers by being courteous, considerate, and professional; openness and trust by being straightforward, listening respectfully, sharing information, and being receptive to new ideas; and accountability by taking responsibility for one's own actions/inaction and the subsequent outcomes. The specific essential functions are, but are not limited to, the following: SPECIFIC DUTIES: Leads, develops, mentors and coaches staff while managing workload and quality control of all activities related to the implementation and sustainability of SAP components for Human Resources, Finance, Controlling, Funds Management and Budgeting, Materials Management, Plant Maintenance and State Water Project Production Planning. Incumbent will also support SAP ancillary subsystems required for the business continuity. Sets the example by aligning actions with shared values when implementing best-practice SAP blueprinting, documentation, testing, and change control methods/processes. Identifies and acts on opportunities for the continuous			
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE.				
SUPERVISOR'S NAME (Print) Sunny Kaler		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.				
EMPLOYEE'S NAME (Print) Vacant		EMPLOYEE'S SIGNATURE ➤		DATE

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	divisions to establish project priorities and review responsiveness to changes in project development and other user requirements on an on-going basis. Monitors project progress by measuring the effectiveness of meeting project milestones and make changes as deemed necessary to keep projects on schedule and on budget. Provide status reports and performs proactive risk management activities for SAP projects. Understand the roles and responsibilities of oversight and IT Governance in assuring quality control and system dependability.			
35%	Ensure the delivery of excellent customer service through the use of effective communication, fostering good relationships, effective project management, and performance management. Establishes Service-Level Agreements and follow-up to ensure that service is timely and of high quality. Manager is responsible for: establishment of Key Performance Indicators (KPIs) and the regular reporting of operational performance related to KPI; planning for future work efforts and setting goals and objectives that support the vision and mission of the of enterprise; evaluating the effectiveness in accomplishing planned branch goals and objectives; developing and maintaining an effective working relationship with business clients and other technical operational areas.			
15%	Plan, lead, organize, and control the staff and activities of the Section in order to develop and maintain a highly skilled professional staff to meet the Department’s mission through: assigning and distributing work, monitoring and evaluating performance, preparing annual Appraisal & Development reports, determining training needs and approving training requests, implementing the three phases of progressive discipline, verifying and approving employee’s attendance and leave requests, interviewing and hiring qualified employees, understanding employee’s rights with regards to labor relations, and leading by example. Perform leadership, managerial and supervisory duties including: filling vacancies as needed; conducting employee performance appraisals and preparing employee training and development; reviewing attendance records for accuracy, and approving time accordingly. Reviews travel expense claims, requisitions, requests for travel advances, and contractor invoices, approving or denying them as deemed appropriate in accordance with applicable policies and procedures.			
5%	Participate in special projects as assigned by the SAP Center of Services Branch Manager. Utilize sound technical and analytical judgment to work as a project lead or independently, within existing policies and procedures, researching issues and developing new solutions and methods to achieve the Department's business and policy goals. Serves as a supportive and collaborative member of the DTS leadership team; exercises strong verbal and written communication skills, interpersonal, problem solving, and leadership skills necessary to serve in a lead capacity on larger, more complex technology efforts.			

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	SPECIAL REQUIREMENTS Incumbent shall maintain strict confidentiality in regard to departmental data and systems, identity management, system accounts, and information security items that they have access to via any assigned privilege accounts (These are accounts assigned to an employee that require privileges over-and-beyond the standard user production account, e.g. system administrator, applications administrator, domain administrators). Incumbent must maintain strict confidentiality when participating in any e-discovery or forensics type of activities, or any other situations where discretion is required. All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. The Department of Water Resources is committed to its mission and employees, and we are grounded in our commitment to public safety. Regular, consistent, and predictable attendance is essential to the successful performance in this position. May be required to work extended hours and travel to various locations throughout the State of California when requested. KNOWLEDGE, SKILLS, ABILITIES As a member of the DTS management team, the incumbent must: • Have extensive knowledge of data processing concepts, practices, methods, and principles and be experienced with SAP module integration, structures, standards, and dependencies; • Demonstrate high-level knowledge of systems development life-cycle methodologies and have experience in project management of system development efforts; • Understand SAP business functionality and apply this knowledge to the business of DWR; • Possess well developed interpersonal, communication and leadership skills; • Be able to work effectively with both technical and business personnel in securing the resources, expertise, and approvals necessary to implement large scale information technology solutions.			