

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052

PROPOSED

COMMAND/ORGANIZATIONAL UNIT Technology Infrastructure Section/Network Security & Support Unit		DIVISION Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE Information Technology Supervisor II		BARGAINING UNIT S01	TENURE Limited-Term	TIME BASE Full-Time	INTERMITTENT HOURS PER MONTH
POSITION NUMBER 388-043-1404-958		CURRENT DATE			
DESIGNATED POSITION FOR CONFLICT OF INTEREST ☐ YES ☒ NO		CONFIDENTIAL DESIGNATION ☐ YES ☒ NO		FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY			DATE

FUNCTION OF POSITION
Under the general direction of the Information Technology Manager I, the Information Technology Supervisor II is responsible for providing high-level network security support to enterprise, infrastructure, and projects in support of CalCrash. Directly and through subordinate resources, the Information Technology Supervisor II provides leadership and direction to a diverse group of information technology (IT) professionals and contract staff with varying skill sets. As the Network Security Unit (NSU) supervisor, the Information Technology Supervisor II must promote and maintain a motivated, informed, and collaborative workforce where teamwork is valued, and rewarded, and leads by example.

The Information Technology Supervisor II will be an experienced and knowledgeable person who communicates well and provides network support on a variety of complex infrastructure systems, network administration, technology vendor management, maintenance, group budget and procurement tasks. The Information Technology Supervisor II will be responsible for supporting the complex enterprise network which includes various levels of the Open Systems Interconnect model (layers 1 through 7), including, but not limited to: firewalls, secure access gateways, remote access solutions, and vulnerability management systems in support of CalCrash for the Technology Infrastructure Section/Network Security and Support Unit.

SUPERVISION RECEIVED
The Information Technology Supervisor II reports directly to and receives the majority of their assignments from the Information Technology Manager I. However, direction and assignments may also come from the Information Technology Manager II.

SUPERVISION EXERCISED
The Information Technology Supervisor II provides direction to five Information Technology Specialist Is.

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	
50%	<u>Essential Functions</u> BUSINESS TECHNOLOGY MANAGEMENT: Manages and coordinates the daily operations of the NSU by providing direction, guidance, and leadership in accordance with California Highway Patrol (CHP) policies, procedures, and processes for information technology (IT) management in support of CalCrash. Communicates job expectations; plans, monitors performance, and appraises job results; prepares and implements training plans; and coaches, counsels, and disciplines employees. Develops, coordinates, and enforces systems, policies, procedures, and productivity standards. Prepares staff schedules to ensure NSU coverage during normal business hours, on-call support, and off-site maintenance is adequate and balanced. Maintains a central source of information enabling staff to recover outages with minimal disruption to expected service levels. Isolates problem trends and ensures troubleshooting efforts are completed for recurring problems until permanent solutions are found. Follows Change Control and Incident Reporting processes. Ensures daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the CHP. Ensures decisions made to improve client support are continually carried through (continuous improvement). Ensures effective representation takes place for the coordination of work processes and projects with Division and Area offices, and partner agencies and departments in support of CalCrash. Fosters an environment of teamwork and collaboration. Recognizes and communicates individual and team accomplishments.
35%	IT PROJECT MANAGEMENT: Maintains system security architectures, documentation, diagrams, and flow charts for integrating and implementing network security solutions into CHP's internal and external environments in support of

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	CalCrash. Performs research and provides technical guidance and recommendations regarding performance enhancements. Maintains the standard configurations of network performance monitoring systems and installations, making changes proactively and in response to business needs, new products, services, or security initiatives. Leads, coordinates, and communicates among a wide variety of audiences such as staff, customers, executives, management, and vendors to ensure business requirements and timelines are met, and costs are within budget in support of CalCrash.
10%	INFORMATION SECURITY ENGINEERING: As directed by the Information Technology Manager I, assist CHP's Information Security Officer in the formation of information security policies in support of CalCrash. Assist with special security-related assignments as needed.
	<u>Non-Essential Functions</u>
5%	Other duties, within the scope of the classification, as assigned.
TOTAL	100%

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE
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I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE
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