

ESSENTIAL FUNCTIONS DUTY STATEMENT

HRM-025

Classification Title: IT Manager I	Branch/Division/Bureau: Administration and Licensing Services Branch/Information Technology Division/Statewide Network Support Bureau
Working Title: IT Manager	Office/Unit/Section/Geographic Location: Region IT Service Desk and LAN Administration/Los Angeles
Position Number (13 Digit): 413-304-1405-001	Conflict of Interest Position: ☐ NO ☒ YES
Employee Name:	Effective Date:

BASIC FUNCTION: Under general direction of the Statewide Network Support Bureau Chief, Information Technology (IT) Manager II, the IT Manager I supervises the Los Angeles, Sacramento, and Oakland Server Administration & Help Desks within the client services domain. The incumbent leads a group of technical personnel performing microcomputer and networking support for the California Department of Insurance (CDI) Los Angeles Regional office and the CDI Fraud offices in Santa Ana, Orange, Rancho Cucamonga and City of Commerce. The incumbent performs duties in support of the most complex IT systems and provides high level technical oversight and supervision of technical staff supporting the network environment used by the CDI. The manager assists in the acquisition of necessary resources; monitors Information Technology (IT) expenditures; facilitates meetings with clients; prepares budget requirements for new network IT projects; plans, directs, organizes and assigns staff projects; and prepares procurement and justification documents, which could include feasibility study reports. Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.). Travel may include overnight stay. Overtime will/may be required.

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete a Statement of Economic Interest (Form 700), which includes an Assuming Office filing within 30 days of appointment, annual filings, and a Leaving Office filing within 30 days of physical separation. Non-compliance with the Conflict of Interest Code requirements may result in the voiding of appointment, financial penalties, or enforcement actions.

ESSENTIAL FUNCTIONS

- 30%** Supervises the activities of subordinate supervisors and analysts responsible for network availability, security, and server resources. Plans, directs, and coordinates staff activities, using appropriate supervisory measures and departmental standards and guidelines. Assigns workload to subordinate staff and provides comprehensive

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expectations on assignments, tasks and desired outcomes. Monitors Help Desk personnel so that user related problems are correctly identified, logged, researched, and resolved. Reviews automated Help Desk tracking system to ensure help desk calls are resolved by their due date. Manages the hiring, promotion and retention of qualified employees. Assesses and provides staff training and mentoring, prepares formal training plans necessary to ensure that staff have the skills required to perform their duties. Trains and counsels unit staff on information technology policies and procedures and consistency in application of State and Department of General Services (DGS) IT standards.

- 30%** Assists the Bureau Chief in the preparation of IT strategic plans using industry standard strategic planning methodologies in order to meet current and anticipated business needs, ensuring the plans are aligned with departmental IT and DGS business strategic plans. Establishes and implements short and long-term organizational goals, objectives, policies and operating procedures (derived from the strategic plan); monitors and evaluates operational effectiveness and continuously implements process improvements. Establishes performance metrics, defines the relationship to the strategic plan and communicates those measurements to staff, peers and management. Ensures proactive communication with clients and management to keep them abreast of project status using project meetings, e-mail and status reports. Communicates program IT strategies, goals, objectives and expectations to staff, peers and management. Assists in the development of the annual unit budget and monitors and manages those fiscal resources throughout the year. Negotiates and develops Service Level Agreements with internal clients for information technology services. Consistently seeks improvements to the information technology environment, policies and procedures to achieve operational economies and efficiency.
- 30%** Leads complex department-wide projects assigned by the Chief of the Statewide Network Support Bureau. Assists Statewide Network Support Bureau team members in resolving the most complex hardware/software operational problems. Interfaces with vendors at the highest technical level to resolve network operational problems. Formulates, plans and coordinates enhancements to the statewide computer/telecommunications network to ensure the CDI network employs current technology. Consults technology vendors to keep apprised of emerging trends. Monitors emerging technology trends so they can be evaluated for their relevance to the CDI technology infrastructure.

MARGINAL FUNCTIONS

- 10%** Conducts regular staff meetings to facilitate staff communication and mentoring. Actively participates as a member of the Statewide Network Support Bureau management team. Provides management reports as needed. Completes team member evaluations.

WORK ENVIRONMENT OR PHYSICAL ABILITIES

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- Must be able to work in a high rise building
- Ability to transport documents and/or equipment up to 15-25 lbs., i.e. laptop computer, files, reference manuals, solicitation documents, etc.
- The incumbent may telework in accordance with CDI's Telework Policy. Teleworking employees may be required to report to their headquarters office location on designated telework days. Travel expenses are not reimbursed, however other authorized transit subsidies do exist for those who qualify.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety Analyst.)

Employee Signature

Date

Printed Name

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature

Date

Printed Name