

as


☒ PROPOSED

☐ CURRENT

DUTY STATEMENT

EFFECTIVE DATE

BRANCH

Technology Services

POSITION NUMBER (Agency – Unit – Class – Serial)

815 - 640 - 1404 - XXX

DIVISION/UNIT

BenefitConnect/Business Delivery

CLASS TITLE

Information Technology Supervisor II

INCUMBENT NAME

Vacant

WORKING TITLE

Business Delivery Supervisor

CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.

Under the general direction of the Business Delivery Manager (ITM I), the Business Delivery Supervisor (Information Technology Supervisor II) serves as a technical leader, working independently to plan and perform Software Development Life Cycle (SDLC) tasks and activities. The incumbent leads a team of business analysts and is responsible for the software development required for operational workloads, such as incident fixes, data change requests, and requests for BenefitConnect information and data, as well as enhancements to comply with legislation, Teachers' Retirement Board mandates, and evolving business needs. The incumbent must work in partnership with various business areas across the division and organization.

% of time
performing
duties

Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

30%

ESSENTIAL FUNCTIONS

Serve as primary point of contact for CalSTRS' pension administration system business process changes. Keep abreast of change in business direction and emerging technologies to build knowledge and relevant technical skills across affected business areas. Responsible for following the full SDLC methodology in developing quality solutions, coding solutions, and upgraded or new processes and system functionality to deliver high-quality software. Responsible for the requirements and design phases of SDLC and provide input to all other phases to support business needs. Monitor compliance and approve deviations from defined processes and procedures. Responsible for ensuring appropriate controls are in place and being followed. Lead and model change management for staff as CalSTRS works toward full stabilization and successful operation of the new pension administration system. Create and maintain a collaborative working environment that encourages mutual cooperation between Technology Services staff and business users.

30%

Manage, prioritize, and direct the activities of the Business Delivery team. Responsible for the hiring and training and development of staff, including preparing annual employee evaluations and probation reports. Identify, document, and monitor defined service levels and performance management standards to measure the performance and effectiveness of technology services using tools and methodologies. Promote process development, cross training, and the creation of documentation. Ensure that all upgrades to workflows are thoroughly designed, documented, and tested prior to implementation. Oversee the triage and prioritization processes for defects and enhancements. Assist with negotiating discrepancies related to system incidents.

25%

Translate and communicate technical and business needs. Manage issues and risks of the team and keep senior management informed. Prepare statistical and performance reports for management. Provide data and workflow overviews for staff and internal and external auditors. Participate in quality assurance peer reviews of technical product documentation, including project management documentation, SDLC artifacts, business requirements, technical specifications, and test documentation.

10%

Responsible for the preparation of Requests for Offer, statements of work, and the selection of contract resources, as needed. Manage vendors and individual contractors to ensure contractual schedule, budget, and quality of requirements are met and exceeded.

MARGINAL FUNCTIONS

815-640-1404-XXX

5%

Work to promote and advance the mission of the Technology Services by participating in various teams, forums, and efforts.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e., Sexual Harassment Prevention, EEO, etc.).

To be reviewed and signed by the supervisor and employee:**SUPERVISOR'S STATEMENT:**

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED