

☒	Current
☐	Proposed

Classification / Working Title Information Technology Manager I	Employee Name
Position Number 014-015-1405-005	Supervisor Name / Classification Amar Hariharan / Information Technology Manager II
Division / Branch / Unit ITSD/ADSS	Effective Date
Collective Bargaining Unit Identifier (CBID) M01	Work Week Group (WWG) E
Tenure Permanent	Timebase Full time
Physical CDFA Headquarters Location 1220 N Street, Sacramento, CA 95814	Division / Program Hyperlink https://www.cdfa.ca.gov/
As an employee of the California Department of Food and Agriculture (CDFA), we are stewards of public resources, we operate in a transparent, authentic, and ethical manner and are accountable for our actions. We expect true, open partnership with our colleagues within CDFA and with our partners outside of CDFA. We demonstrate courtesy, dignity, compassion, and consideration in every interaction. Together, we strive to create a workplace and implement programs that promote diversity, equity, belonging, and accessibility. We base our vision for the future and our everyday decisions on fair, objective measures and cutting-edge science.	
Division / Branch / DAA Information: The Information Technology Services Division (ITSD) is responsible for the oversight and management of all information technology and telecommunications activities including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts. ITSD is tasked with ensuring compliance with state information technology policy and conformance to state information technology and telecommunications policy and enterprise architecture. The range of services that ITSD provides encompasses the areas of Technology Governance, Application Development Services, Customer Support and Services, Information Security, Infrastructure Operations, Enterprise Architecture, and Procurement. ITSD provides IT services to over 2,000 employees in eight major program areas as well as executive and administrative staff distributed over 100 locations throughout the state including district and field offices in 32 counties, two extraterritorial offices in Hawaii and Arizona, and 16 agricultural stations at the state's borders.	
Position Identification: Under general direction of the Chief Information Officer/Information Technology Manager II, the Information Technology Manager I (IT Manager I) leads and manages all activities and staff associated with the Department's Infrastructure Operations Section. The IT Manager I has independent and full leadership, responsibility, and accountability for planning, organizing, and directing staff and activities associated with IT network, server, and storage infrastructure and operations support for the Department. The scope of this position encompasses the primary functions and processes within the System Engineering domain, with secondary functions and processes in the Information Security Engineering and Client Services domains. As a leader in State government, the incumbent is responsible for developing and inspiring their workforce and delivering great results for Californians and CDFA. The incumbent must set a clear vision to achieve productive results by developing plans to meet goals, leverage staff skills, and solve problems; build collaborative relationships and foster an inclusive environment for consensus-building and decision-making; coach, guide, train, instruct, and develop team members; empower staff through a sense of shared ownership and decision-making; create an open and transparent environment for the exchange of information; foster a team environment through the support and recognition of team members; promote customer service and accountability; motivate loyalty to the Department's mission and commitment to drive	

continuous improvement for better results. The incumbent must inspire personal credibility through authenticity, confidence, consistency, courage, decisiveness, generosity, honesty, integrity, and judgment.

Special Requirements:

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| ☒ Conflict of Interest Filer (Form 700) | ☐ California Driver's License |
| ☐ Medical Clearance | ☐ Travel Required over 10% - Employer Pull Notice (EPN) Required |
| ☐ License / Certificate Required | ☐ Field Work: ____% |
| ☐ Bilingual: Pass a State written and/or verbal proficiency exam in _____ | ☐ Other (Specify): _____ |
| ☒ Telework (TW) Eligible: The amount of telework is at the discretion of the CDFA. It is based on the current TW policy and is subject to change. | |

Essential Functions:

45%	Infrastructure and Endpoint Operations Support and Management • Supervise and direct the workload of a staff of professional-level employees responsible for the complex analysis, design, acquisition, installation, configuration, implementation, and maintenance of the Department's server, network, storage, related infrastructure services, and infrastructure-related cloud-based collaboration and productivity subscription services. • Lead and direct problem diagnosis, troubleshooting, and resolution to ensure infrastructure services meet expected service levels. • Direct and lead the endpoint management program to ensure effective and efficient provisioning, configuration, operation, maintenance, and protection of devices and applications throughout the enterprise. • Oversee and document operational and security baselines, configurations, compliance of servers, network infrastructure, enterprise storage, desktops, laptops, tablets, and smartphones. • Plan and manage the deployment of security patches and upgrades in support of vulnerability remediation for all CDFA-managed IT hardware, devices, firmware and software, including servers, network infrastructure, enterprise storage, desktops, laptops, tablets, and smartphones. • Coordinate with the Enterprise Infrastructure Architect to oversee enterprise infrastructure planning and execution activities that align with CDFA's Enterprise Architecture standards, the Department's Strategic Plan, and the IT Technology Roadmap. • Provide organizational and technical expertise in leading the architecture, design, implementation, maintenance, monitoring, and administration of the Department's IT infrastructure and related services. • Ensure adherence to and compliance with State and Department policies, procedures, and standards as related to IT infrastructure planning, operations, and support. • Ensure procedural and technical documentation of systems and services is developed, stored securely, and updated on an annual basis. • Contribute and participate in development, maintenance, and testing of CDFA's Technology Recovery Plan.
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	• Monitor, ensure, and report on performance and operations of CDFA infrastructure and related services as needed. • Lead, monitor, and ensure system, software, and service updates and upgrades are implemented timely. • Ensure that actions required to mitigate or remove vulnerabilities and/or threats to CDFA assets and infrastructure systems and services are taken timely and in accordance with recommended or required direction. • Assist in the performance of risk assessments to develop response strategies to reduce, control, and/or manage risk. • Assist in the development of budget change proposals, including identification and documentation of business requirements, staffing needs, and required expenditures.
25%	Management and Leadership • Participate as an active member of the ITSD Management Team; work collaboratively with the ITSD management team and staff. • Brief and advise management, exercise a high degree of initiative, independence of action and originality, and demonstrate tact and good judgment. • Communicate effectively to develop and maintain effective and cooperative working relationships. • Adapt to changing priorities and maintain consistent, predictable attendance in the performance of these specific functions. • Develop staff and carry out department and Division succession plan strategies. • Complete training plans, probation reports, and other personnel-related products in a timely manner, according to the CDFA Administrative Manual. • Manage administrative activities for group staffing and budgeting. • Plan group's workload and maintain staff time estimates for projects and line of business activities; prepares and provides weekly status reports. • Demonstrate knowledge on laws, rules, regulations, and policies including, but not limited to, Government Code, Public Contracting Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.
25%	Project Management, Change Control, and Change Management • Employ project management methodologies to manage infrastructure IT projects and ensure customer needs are met, State and departmental standards are followed, and project milestones and deliverables are met and validated. • Develop and update project plans for infrastructure projects, including information such as project objectives, architecture, technologies, systems, information specifications, schedules, funding, and staffing. • Lead the collaboration between ITSD leadership peers in the development, update, and maintenance of change control and change management processes, ensuring that infrastructure and cloud productivity service changes are documented, planned, tested, communicated, and executed according to industry best practices and in consideration of established policies, CDFA IT operational needs, and other requirements. • Participate in the Change Control Board as a leader and voting member, offering and coordinating consultative analysis and recommendations as required. • Assist in organizational change management activities to ensure that infrastructure and related service changes are adequately communicated and adopted across all

	CDFA organizational structures with as minimal impact as possible and in compliance with the CDFA Strategic Plan and the CDFA Technology Roadmap.
Non-Essential/Marginal Functions:	
5%	Other related duties as assigned.
	Desirable Qualifications: • Knowledge and experience with enterprise infrastructure planning, implementation, and maintenance and operations of organizational IT infrastructure. • Knowledge and experience with endpoint device management. • Knowledge of the State security requirements and how those requirements are addressed within IT infrastructure. • Knowledge and experience with the requirements and design attributes associated with IT infrastructure. • Knowledge and experience with enterprise solutions to meet a variety of business needs with common platforms, tools, appliances, etc. • Knowledge of and experience training, mentoring, establishing processes and procedures, and leading technical teams. • Knowledge of and experience with project management methodologies in support of IT infrastructure projects. • Knowledge of and experience with formal governance and change control processes. • Perform cost and time estimations using structured methodologies. • Plan, budget, communicate, initiate, manage, lead, and oversee the technical work performed by the technical team over all IT infrastructure work. • Ability to provide team leadership and direction to team members, review their work efforts, verify compliance of their work with the requirements, and ensure best practices and standards are followed. • Identify team performance issues, provide necessary mentoring and coaching, and address issues if they cannot be resolved. • Maintain effectiveness in varying responsibilities and changing priorities within a fast-paced environment. • Communicate effectively verbally and in writing appropriately for the needs of the audience, both internally with other section chiefs and externally to customers and control agencies.
Work Environment and Equipment Used: The duties of this position are primarily conducted indoors in an office environment. The incumbent will have a workstation with modular furniture, an adjustable rolling chair, a computer with various software programs, a telephone with voicemail, and stationary filing drawers and bins. The position requires the ability to sit for extended periods of time and operate a personal computer utilizing a mouse and keyboard. The incumbent must be able to give presentations, participate in meetings, and interact with other staff. They must also be able to: push buttons on a keyboard, calculator, photocopy machine, facsimile machine, and telephone; grasp papers, small objects, and manuals; access upper and lower files and cabinets; and exert up to 15 lbs. of force occasionally and/or a negligible amount of force frequently in order to move or position objects.	

STATE OF CALIFORNIA
DEPARTMENT OF FOOD AND AGRICULTURE
HUMAN RESOURCES BRANCH
DUTY STATEMENT
SO-92 (EST. 12/2025)

Travel to various CDFA facilities and sites throughout the state as needed using various means of transportation systems; overnight stays and weekend and off-shift work may be required.

Regular or recurring telework may occur as part of the incumbent's ongoing regular schedule in accordance with CDFA's Telework Policy.

Employee Certification

This duty statement reflects the typical duties of the essential functions described for the position. It is not considered an all-inclusive list of work requirements. I have read and discussed the duties of this position with my supervisor and understand I may perform other duties as assigned, including but not limited to, work in other functional areas to cover absences, peak work periods, or balance workload.

I certify I possess qualifications, including but not limited to, integrity, initiative, dependability, good judgement, and the ability to work cooperatively with others. Additionally, I am able to perform the assigned duties with or without reasonable accommodation. Should I have any concerns about performing the assigned duties, I will discuss them with the hiring manager who will provide the required information for the Office of Civil Rights.

I have read the duty statement and discussed the duties with my supervisor.

Employee Name (Print)	Signature	Date
Supervisor Statement: I have discussed the duties outlined in the duty statement and provided a copy to the employee.		
Supervisor Name (Print)	Signature	Date

CC: Employee
Official Personnel File
Supervisor's Drop File