



Duty Statement

Classification: **Information Technology Manager I**

Position Number: **275-811-1405-014**

HCM#: **2077**

Branch/Section: **Information Technology Service Branch / Enterprise Solutions Development Division / Business Application Support Services / Product Strategy & Delivery**

Location: **Sacramento, CA**

Working Title: **Product Strategy & Delivery Director**

Effective Date: **July 28, 2026**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised: ☒ **Yes** ☐ **No**

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

The Information Technology Services Branch (ITSB) partners with CalPERS stakeholders to design and implement technology solutions in support of the CalPERS mission. Within ITSB, the Enterprise Solutions Development Division (ESDD) is responsible for application architecture, application development and maintenance of custom business solutions, and integration with commercial off-the-shelf software. ESDD leads the major facets of the software development lifecycle including business analysis, user experience and interactive design, user research, development, and quality assurance for CalPERS systems, websites, and applications. ESDD leverages rapid application development techniques for implementing innovative solutions in support of enterprise operations and business needs.

The Business Application Support Services (BASS) section within ESDD is responsible for the business application architecture, design, development, testing, enhancement, and maintenance of commercial off-the-shelf (COTS) and modified-off-the-shelf (MOTS) applications and databases to mission critical systems across the CalPERS.

Under general direction of the BASS Section Chief, the Information Technology Manager I (ITM I) manages product analysts, product team leaders, and senior product team leaders who are responsible for product management, solution delivery, and business relationship management activities on the Product Strategy & Delivery (PSD) team. The team fosters strategic partnerships between ITSB and business areas, serving as the central point of contact for all new technology initiatives. PSD manages the full solution lifecycle from intake and analysis through delivery for both custom and SaaS products, coordinating vendors and internal technical teams. The team also leads product management activities, including monitoring product health, maintaining roadmaps, and overseeing releases. The ITM I works primarily in the software engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members.

- 40% Onsite¹ and virtually, plans, organizes, and directs resources and workload for product management, solution delivery, and business relationship management activities across the portfolio of enterprise-wide custom and SaaS applications. Guides business areas through the intake process by shaping business justifications, defining desired outcomes, and ensuring alignment with enterprise priorities. Provides direction for evaluating market alternatives, assessing feasibility, developing build-versus-buy recommendations, and selecting solutions to ensure technology investments are sustainable, integrated, and value-driven. Leads cross-functional teams in the delivery of solutions and transition from implementation into product management. Directs the development and execution of product roadmaps, ensuring investments and priorities are sequenced to maximize value, manage risk, and balance short-term needs with long-term sustainability. Oversees the monitoring of product and system health by tracking adoption, performance, risk, and technical debt, and present findings and recommendations to executives and governance bodies. Serves as a trusted advisor to IT and business executives, offering strategic options and proposals on technology decisions. Nurtures and sustains strong relationships between ITSB and business areas to ensure technology solutions are aligned with organizational goals and deliver meaningful outcomes.
- 30% Onsite and virtually, directs the formulation and implementation of enterprise-wide product strategy for both custom and SaaS applications and systems. Establishes and matures frameworks, methodologies, and standards for product management and solution delivery. Provides strategic oversight of governance, processes, and documentation to ensure consistency and sustainability, including the development of implementation plans, technical plans, configuration logs, and product books as part of standardized solution delivery and product management practices. Participates in the development of IT programs and policies to ensure compliance with accessibility, security, and enterprise architecture standards. Contributes to innovation efforts by participating in working groups and steering committees to evaluate, score, and advise on proposed artificial intelligence (AI) use cases, ensuring responsible adoption and alignment with enterprise priorities. Contributes to ITSB and enterprise strategic and tactical planning by leading and supporting IT initiatives that advance digital transformation efforts.
- 20% Onsite and virtually, administers human resource policies and procedures established by CalHR, the State Personnel Board, and CalPERS management including hiring, developing, and retaining a competent team that assures an adequate level of specialized analytical and technical expertise to support current and future CalPERS' needs. Administer CalPERS performance appraisal system ensuring employees receive ongoing coaching, performance feedback and summary rating evaluations. Creates and maintains a working environment that fosters skill development in team members, discover and utilize training opportunities, and

provide developmental or corrective training as required. Ensures that an analytical and technical training program is developed, maintained, and executed. Develops long and short-term staffing plans, which meet Section and Division workload needs within budgeted resources. Develops thorough and accurate budget requests based on substantiated operational and business needs. Oversees cost-effective use of resources including operational expenses, equipment, and staff. Manages vendor and consultant engagements to ensure accountability, deliver value, and support enterprise priorities.

5% Onsite and virtually, engages in continuous development by expanding knowledge of product management practices, agile methodologies, CalPERS business processes, and emerging technologies.

5% Onsite and virtually, performs other duties as assigned and appropriate for this classification.

Working Conditions

- ¹ This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.
- Occasional after-hours and/or weekend after-hours support through remote phone support or on-site support during planned exercises and maintenance activities may be required.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature: _____ **Date:**

I certify that the above accurately represent the duties of the position.

Supervisor Signature: _____ **Date:**