DEPARTMENT OF CHILD SUPPORT SERVICES

**DUTY STATEMENT**

ASD 045 (REV. 03/2024)

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| **Type of Duty Statement:** | Proposed | **Revision Date:** | 1/1/2027 |
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## 1. Position Information

**A. Employee Name:**

| **B. Position Number:** | **C. CBID:** | **D. WWG:** | **E. Effective Date:** |
|---|---|---|---|
| 817-423-1405-XXX | MOI | E | 1/1/2027 |

| **F. Classification Title:** | **G. Working Title:** |
|---|---|
| Information Technology Manager I (ITMI) | System Administration 1 (Windows Admin Mgr) |

| **H. Division:** | **I. Branch/Section/Unit:** |
|---|---|
| Technology Services | Infrastructure and Operations (IOB)/SA1 Section |

## 2. POSITION REQUIREMENTS

**Special Requirement:** *Check All that Apply*

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☑ Background Check Requirements
- ☐ Other - Specify Below

**A. Special Requirements Description, as applicable:**

N/A

**B. Conflict of Interest Required (Gov. Code 87300, et seq.)?** ☑ **Yes** ☐ **No**

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

## 3. SUPERVISION

**A. Supervision Received:**

The incumbent reports directly to the Branch Chief, an Information Technology Manger II (ITM II), in the Infrastructure and Operations Branch (IOB) of the Technology Services Division (TSD).

**B. Supervision Exercised:**

The incumbent supervises staff in the Information Technology Specialist II (ITS II) and Information Technology Specialist I (ITS I) classifications.

## 4. DUTIES AND RESPONSIBILITIES OF THE POSITION

### CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

### GENERAL STATEMENT

Under the broad administrative and policy direction of the IOB Chief, the ITM I serves as manager of the Systems Administration 1 ( SA 1-Windows) Section, IOB, within TSD. The ITM I manages staff participation in and oversight of systems engineering services in support of identity management, storage, system architecture, systems administration, systems integration, and virtualization.

| **A. Percentage of Time Performing Duties** | **B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).** |
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| **ESSENTIAL FUNCTIONS** | |
| **IT Domain:** *Check All That Apply* | **FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY**<br>☑ Business Technology Mgmt. ☑ Software Engineering<br>☑ IT Project Mgmt. ☑ System Engineering<br>☑ Information Security ☑ Client Services |
| 35 % | Manages and supervises staff to ensure service level agreements are met and standard processes are adhered to for SA 1-Windows. Facilitate workforce and succession plans to ensure stability of the SA 1-Windows staff. Ensure staff receive career development training and enhance staff knowledge, skills, and abilities to effectively support excellent customer service and contract management for current and emerging business needed in delivery of systems engineering services in support of identity management, storage, system architecture, systems administration, systems integration, and virtualization. |

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| 20 % | Coordinate and collaborate with stakeholders, suppliers, customers, sponsors, TSD management and staff, to achieve business service needs through identification of requirements to plan and recommend technology, hardware, software, network services, and implementation directions for SA 1-Windows services. |
| 15 % | Maintain and operate SA 1-Windows services ensuring health and availability of Windows server systems. Execute maintenance and operations plans for consistent SA 1-Windows services delivered with the highest quality of customer service. Implement required Federal and State security controls for SA 1-Windows services ensuring conformity to security policies to protect access to Child Support program information. Collaborate with Information Security Office (ISO) staff on security audits for validation and implementation of controls. Coordinate with the Systems Operations manager and ISO manager to assure operational recoverability of SA 1-Windows services in accordance with the technology recovery plans. |

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| 15 % | Develops SA 1-Windows performance metrics and operational plans and establish and report on SA 1-Windows service levels for quality and service level availability, and health of SA 1-Windows services including security controls following state and federal policies, and industry best practices that meets the Department of Child Support Services (DCSS) program needs. Reports on the service levels to TSD management in collaboration with the Branch Chief through presentations and reporting documentation to achieve an understanding DevOps service operations quality and health. |
| 10 % | Invest in personal development and growth through continuous education to maintain and enhance level knowledge in the information technology field and as a technology leader with an emphasis in DevOps services in relationship to Windows services and administration to deliver forward thinking and innovative services. |

| MARGINAL FUNCTIONS | |
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| 5 % | Participate on departmental teams and work groups, make presentations to Local Child Support Agency (LCSA) directors and others, and represent the Department at an agency or statewide level on behalf of senior IT leadership as needed. |
| 100 % | **TOTAL** |

## 5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ **Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☑ **Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

## 6. OTHER RESPONSIBILITIES

### A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support Program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support Program and the children of California. Incumbent is responsible for independent work within business constraints; recommendations to executives; decisions for projects and outputs; and program, project, and staff decisions and actions. Consequences may have statewide and enterprise-wide impacts, including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

**B. Personal Contacts:**

The incumbent has contact with departmental executives, managers, supervisors, and State and contract staff within TSD, as well as managers and staff from State and Federal agencies, Local Child Support Agencies (LCSAs), counties, and vendors.

**C. Administrative Responsibilities (Supervisory/Managerial Class Only):**

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

## 7. Acknowledgements

**A. Employee's Acknowledgement:** I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☑ **Yes** ☐ **No**

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

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| **Employee's Name (Print):** | |
| **Employee's Signature:** | |
| **Date:** | |

**B. Supervisor's Acknowledgment:** I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

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| **Supervisor's Name (Print):** | |
| **Supervisor's Signature:** | |
| **Date:** | |