

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1 & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Manager I WORKING TITLE: Cybersecurity Solutions Manager	HEADQUARTERS: Mather Campus
PROGRAM/UNIT: Homeland Security Division (HSD)/California Cybersecurity Integration Center (Cal-CSIC) / Mission Support Branch (MSB)	POSITION NUMBER: 163-420-1405-001 (12041)	CBID: M01
TENURE: Permanent	TIME BASE: Full Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	ALTERNATE RANGE (If applicable): N/A	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR:	CONFLICT OF INTEREST CATEGORY: ☒ Yes ☐ No	DMV PULL PROGRAM: ☒ Yes ☐ No
1. SUPERVISION RECEIVED: The Information Technology Manager I (ITM I), Cybersecurity Solutions Manager receives general direction from the Mission Support Branch (MSB) Information Technology Manager II (ITM II); however, direction and assignments may also come from the California Cybersecurity Integration Center (Cal-CSIC) Commander, or Deputy Commander, when designated.		
2. SUPERVISION EXERCISED: The ITM I is responsible for functionally overseeing a multi-agency team of technical staff composed of IT professionals at various levels. Given the cross-agency nature of the role, the ITM I also provides direction to technical IT staff from partner agencies assigned to the Cal-CSIC within the MSB team.		
3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES): The work for this position is carried out in a professional office setting, where business attire is required. The ability to work additional hours, handle pressure to meet deadlines, use a computer for communication and written material preparation, and travel to various locations for meetings, training, and conferences is expected. Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.		
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): The incumbent will have daily contact with a variety of individuals, including California Governor's Office of Emergency Services (Cal OES) staff, representatives from state and federal agencies (i.e., Department of Technology, Department of Finance, the Legislature, etc.), consultants, vendors, local government officials, and private non-profit organizations representatives.		
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): Failure to effectively perform the duties of the position will result in the agency's inability to ensure consistency and compliance with state and federal law, regulation, policies, plans and procedures. This could result in statewide impacts, including, but not limited to, loss of state and federal disaster assistance funding for Cal OES, other state agencies, local agencies, PNP organizations, individuals and businesses impacted by disasters, regulatory compliance, and negative audit findings for Cal OES.		
6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease: When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.		

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

Shall be required to work in the State Operations Center (SOC), Joint Field Office (JFO), Area Field Office (AFO), or other similar location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and may participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.

Staff need to work effectively under stressful conditions; work effectively and cooperatively under pressure; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Governor's Office of Emergency Services (Cal OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition, if necessary, as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:

The Mission Support Branch of the California Cybersecurity Integration Center (Cal-CSIC) plays a critical role in supporting the center's mission to reduce the likelihood and severity of cyber attacks in California. This branch is responsible for a diverse range of technical and strategic functions that support Cal-CSIC operations.

Under general direction of the Mission Support Branch Chief (ITM II), the Cybersecurity Solutions Manager (ITM I) has significant responsibility for overseeing and implementing technical solutions and processes across multiple domains that supports external stakeholders and enhances the program, with a focus on IT project management, business technology management, and system engineering.

Key responsibilities include:

- Develops, delivers, and supports technology solutions and processes to advance the State's cybersecurity mission.
- Provides project management and technical oversight for the engineering, development, and operational teams supporting cybersecurity tools and services.
- Delivers technical and product support for Cyber Operations and Cyber Threat Intelligence teams and activities, strengthening California's cyber risk awareness, reporting, and response capabilities.

The incumbent must have experience leading technical projects and teams, and a strong background in network, cloud infrastructure, cybersecurity, and IT best practices. The position requires advanced analytical skills, comprehensive knowledge of IT frameworks and concepts, and the ability to communicate effectively with technical and non-technical stakeholders.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
40%	TECHNICAL LEADERSHIP AND PROJECT MANAGEMENT Plans, organizes, and directs Cal-CSIC's day-to-day on-premises, cloud, and hybrid infrastructure operations to meet operational, security, availability, and reliability requirements. Provides operational and administrative direction to staff responsible for developing, implementing, maintaining, and supporting mission-critical applications, systems, and infrastructure. Manages technology projects by establishing priorities, assigning and monitoring work, managing resources, resolving operational issues, and ensuring timely delivery of technology services. Coordinates with Cal OES enterprise IT teams to ensure Cal-CSIC systems and services receive appropriate operational support and comply with applicable departmental and statewide technology policies, standards, and security requirements. Maintains documentation for technology systems, operational processes, and security controls. Conducts audits and assessments of security controls within Cal-CSIC's operational scope; prepares findings and recommendations; and oversees corrective and mitigation actions in collaboration with Cal OES IT and Cal-CSIC leadership. Ensures branch operations meet established quality, security, and reliability standards.
35%	OPERATIONAL PLANNING AND TECHNOLOGY OVERSIGHT Leads the development and implementation of Cal-CSIC's technology strategy, infrastructure roadmap, security architecture direction, and business-process improvements in support of the organization's cybersecurity mission. Advises Cal-CSIC and Cal OES leadership on technology risks, priorities, investment needs, modernization opportunities, and the operational impacts of emerging cybersecurity threats and technology trends. Establishes and maintains executive-level relationships with Cal OES leadership, the California Department of Technology, vendors, and other internal and external partners. Ensures proposed technology initiatives, architecture decisions, and service-delivery models align with Cal-CSIC's mission, Cal OES enterprise direction, and statewide requirements. Develops or recommends policies, procedures, governance practices, and technology standards tailored to Cal-CSIC's operational mission. Evaluates technology services and performance trends to identify opportunities for strategic improvements in reliability, efficiency, security, compliance, and stakeholder service delivery.
20%	STAFF MANAGEMENT AND PROFESSIONAL DEVELOPMENT Leads workforce development activities, including recruitment, performance management, and staff training. Identifies skill gaps, implements targeted improvement plans, provides coaching and mentoring, and fosters a culture of accountability and technical excellence. Conducts performance appraisals, probationary reports, and progressive discipline as needed. Maintains professional expertise through ongoing training, certifications, and participation in cybersecurity forums and events. Maintains current knowledge of emerging technology and cybersecurity trends, threats, risks, and best practices.
Percent of Time	MARGINAL FUNCTIONS
5%	OTHER JOB-RELATED DUTIES AS REQUIRED Performs other job-related duties as required to fulfill Cal OES's mission, goals, and objectives. Additional duties may include but are not limited to: (a) assisting where needed within the department and program, which may include special assignments; public speaking; (b) complying with general State and Cal OES administrative reporting requirements (i.e., completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.

ADDITIONAL INFORMATION

Must have a valid Driver's License and is required to participate in the Department of Motor Vehicles' Pull Notice Program.

The ideal candidate for this position should possess the following preferred skills and qualifications:

- Highly desirable certifications include, but are not limited to, GIAC Security Essentials (GSEC), CompTIA Security+, and Certified Information Systems Auditor (CISA), demonstrating a strong foundation in cybersecurity principles and practices.
- Comprehensive understanding of cybersecurity laws, regulations, policies, ethics, and privacy to ensure compliance and responsible handling of sensitive information.
- At least five (5) years of managerial experience in the information technology field.
- Experience in one or more of the following areas: incident response and management, threat and vulnerability management, security testing and investigation, continuous monitoring, identity management, secure configuration of applications and assets, and governance, risk, and compliance.
- Hands-on experience with major cloud service providers and related security controls.
- Hands-on experience and technical understanding of AI/ML technologies and their risks.
- Exceptional interpersonal skills to build strong relationships and communicate effectively with technical and non-technical stakeholders.
- Familiarity with the functions and organizational structure of California state government.
- Demonstrated leadership, communication, and project management skills.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☒	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☒	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☒	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☒	☐
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☒	☐	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☒	☐	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☒	☐
REACHING: Answering phones.	☐	☐	☒	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs.	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☐	☒	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals, and materials.	☐	☐	☒	☐	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS: Office environment.	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☒	☐	☐	☐

OTHER INFORMATION

Must have knowledge of the state and related federal laws, rules, regulations, policies, and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public, Cal OES staff, and other state or governmental agencies. Ability to analyze complex problems and recommend effective courses of action using initiative, resourcefulness, and good judgment.

Fosters a culture of excellence in customer service aligned with the goals and objectives outlined in Cal OES' Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external inquiries, follow through on commitments, and solicit and consider internal and external customer feedback when completing work assignments and fulfilling job responsibilities.

SIGNATURES

Certification of Applicant/Employee

Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

Employee's Signature

Date

I certify that the above accurately represents the duties of the position:

Supervisor's Signature

Date

Supervisor's Title