



State Compensation Insurance Fund Duty Statement

Position Information

Employee Name:

Position Title:

Information Technology Manager

Program:

Information Technology

Work Unit:

Quality Assurance

Classification:

Information Technology Supervisor II

Report To:

Information Technology Manager I

Collective Bargaining Identifier (CBID):

S01

Fair Labor Standards Act (FLSA) Status:

Not Covered, Exempt. Work Week Group E

Information Technology Domain(s):

Information Security Engineering, Software Engineering, System Engineering

Special Requirements

Conflict of Interest Designation: Yes

This position is designated under the State Fund Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may have a material effect on personal financial interests. The selected candidate is required to complete the Statement of Economic Interest—Form 700 within 30 days of appointment and once per year thereafter.

Program Information:

Quality Assurance (QA) plays a critical role in helping State Fund deliver a market-leading service by safeguarding the quality of applications and output. QA focuses on a systematic practice of confirming the quality and reliability of an application, its components, and its related interfaces.

Purpose/Scope:

Under the general direction of the Information Technology Manager I, manage the Policy QA Team to ensure timely completion of testing activities and delivery of quality Next Generation and Legacy Policy Systems.

- Recruit, select/hire, train, develop, appraise, discipline and maintain a staff of qualified personnel
- Coordinate the relationship and activities of selected outside consultant staff
- Develop, document, maintain, and make recommendations for standards, guidelines, and process improvement

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

30% Essential

- 1. Manage (plan, develop, implement, evaluate) the Policy QA Team to achieve IT Quality Assurance objectives and ensure timely completion of testing activities and delivery of quality Next Generation and Legacy Policy Systems.**
 - a. Manage a project/unit staff to achieve IT Quality Assurance budget plan objectives
 - b. Manage the timely completion of testing activities and delivery of quality policy systems
 - c. Collaborate with multiple IT & business stakeholders to:
 - i. Deliver SDLC phases
 - ii. Build ROI based program delivery model
 - iii. Support/review Test Automation team in building end to end strategy
 - d. Oversee Functional Test project
 - i. Participate in Agile/Waterfall SDLC
 - ii. Co-ordinate with QA Leads in design, development, and execution of test scenarios and test cases
 - e. Work with UAT/Business on various aspects
 - i. Develop overall environment planning for upcoming years
 - ii. Update raptor on time
 - iii. Review test cases in JIRA
 - iv. Audit execution and monitor CIO goals
 - v. Provide accurate estimates (not to exceed more than 20% variance) in Raptor
 - vi. Sign-off and status report reviews
 - f. Functional guidance for functional & automation team wherever applicable
 - g. Plan, organize and coordinate the work of the Quality Assurance unit.
 - h. Effectively manage multiple projects and tasks
 - iii. Utilize good time management for timely completion of tasks and projects
 - iv. Regularly review/monitor assignments to identify and address issues, needs and results
 - v. Provide transparency to upper management on status of special projects and day-to-day operations

30% Essential

2. Implement Automation for testing and significantly enhance efficiency ensuring higher accuracy, consistency of processes, optimizes resource allocation and leading to cost savings

- a. Designing, maintaining, and scaling test automation frameworks across web, mobile, and API platforms to increase test coverage and reduce manual effort
- b. Aligning testing schedules with Agile/DevOps cycles, integrating QA tasks into CI/CD/CT pipelines, and managing delivery timelines by increasing quality coverage
- c. Managing QA headcount optimization, mentoring automation engineers, and building a high-performing quality engineering culture
- d. Enforcing automation coding standards, resolving environment constraints, and driving continuous improvement in the software testing lifecycle
- e. Build ROI based automation program delivery model using AI SDLC and available State Fund frameworks\tooling

25% Essential

3. Recruit, hire, train, develop, appraise and discipline subordinate staff.

- a. Recruit and hire subordinate staff:
 - i. Begin the hiring process upon knowledge of a vacancy.
 - ii. Recruit and interview in a fair and impartial manner, and in accordance with State civil service and State Fund procedures and guidelines.
 - iii. Keep management team apprised of vacancies in the unit and efforts to fill.
 - iv. Participate in job fairs, testing and interview panels.
- b. Job Descriptions and performance plans
 - i. Regularly review job descriptions and performance plans for staff and update as changes occur in work-flow and responsibilities. Discuss revised job descriptions with staff.
 - ii. Discuss job descriptions and performance plans with new hires
- c. Training and development
 - i. Build a high performing, proactive, and engaged team while coaching and developing staff
 - ii. Develop, coordinate and participate in entry-level training for newly-hired staff
 - iii. Review and monitor training to ensure staff receives instruction and coaching to proficiently perform assigned responsibilities in compliance with corporate guidelines
 - iv. Coordinate training and career development as part of the appraisal process and in consultation with the Shared Services Manager
- d. Appraise and discipline staff
 - i. Provide timely probationary and annual performance appraisals
 - ii. Provide feedback, training and discipline as necessary and appropriate to improve performance or correct performance deficiencies
 - iii. Monitor metrics for continuous process improvement
- e. Respond to grievances and complaints as needed
- f. Ensure personnel safety
 - i. Maintain safe working conditions and procedures, according to corporate safety guidelines and applicable laws
 - ii. Take immediate, appropriate action when notified of any unsafe condition, potential threat to employee safety and health or ergonomic need
 - iii. Report work injuries or accidents immediately. All reporting forms will be completed in compliance with State Fund guidelines order.

15% Essential

- 4. Participate in department and organization wide committees to promote consistent systems development and testing standards as well as on special projects**
 - a. Participate on special projects and committees to:
 - i. Assess systems development and testing standards
 - ii. Evaluate business challenges
 - iii. Develop and recommend solutions and strategies
 - b. Provide technical/professional advice to IT QA management

100%

Required Knowledge Areas:

- Proficient knowledge and understanding of Quality Assurance and Quality Control methods
- Working knowledge of IT testing concepts and techniques.
- Proficient knowledge of Organizational Development and IT change management.
- Proficient knowledge of general management and personnel management principles and practices.
- Working knowledge of the State Fund organization and functions, the budget planning process, and workers' compensation industry trends and issues.
- Working knowledge of State Fund standard software applications.
- Working knowledge of project management principles.
- Proficient knowledge State Fund Information Technology principles, current trends, methods and practices.
- Working knowledge of State Fund's security policies and practices.
- Proficient knowledge of application promotion to production procedures

Required Skills and Abilities:

- Ability to apply testing concepts and techniques effectively
- Skill with application systems development life cycle methodology
- Skill in providing assistance, advice, and guidance to project team members on relational database design concepts, application development, efficient production job design, testing concepts, and other specialties
- Ability to work effectively with all levels of management
- Ability to lead, supervise, direct, train, develop, monitor, motivate, appraise, and discipline staff.
- Ability to formulate policies, procedures, and workflow processes.
- Ability to achieve results according to objectives.
- Ability to analyze issues, interpret and apply laws/regulations and policies and procedures to proactively make and support decisions.
- Ability to use good judgment and make sound decisions in high pressure or sensitive situations while being firm yet tactful
- Ability to communicate professionally and effectively verbally and in writing (including the ability to negotiate credibly, persuasively and diplomatically) with all levels of management regarding sensitive issues and/or in critical situations

- Ability to work independently and as a team with co-workers and management to address and resolve issues
- Ability to effectively work and relate with other people
- Ability to research, analyze, and evaluate data and write reports
- Ability to coordinate, facilitate and make presentations
- Ability to work on multiple projects and tasks

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Incumbent works in the usual office environment.

Travel:

- Travel may be required.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.
- Travel to various work sites and locations for training and/or meetings.
- Travel may occasionally be for extended periods.

Emergency call backs:

- Emergency call backs may be needed.

Work Hours:

- Work hours may vary.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: