

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services		POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 626 - 1404 - 015
DIVISION/UNIT Enterprise IT Governance / IT Service Delivery & Management		CLASS TITLE Information Technology Supervisor II
INCUMBENT NAME Vacant		WORKING TITLE IT Service Delivery and Management Supervisor
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under general direction of the Director, Enterprise IT Governance, the IT Service Delivery and Management Supervisor operates as a full level supervisor who is responsible for the CalSTRS IT Service Catalog and all IT Service Management (ITSM) processes, and for the training, performance tracking, and reporting of these services and processes. The IT Service Delivery and Management Supervisor oversees the ITSM Operations and Service Delivery teams and works across all Technology Services teams to ensure that IT service delivery is aligned with business needs and provides value to the organization, and that all ITSM processes are implemented and followed to ensure Technology Service (TS) customer requests are responded to timely and appropriately to provide optimal customer experience.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
35%	ESSENTIAL FUNCTIONS Plan, develop, and lead the development and maintenance of the IT Service Delivery and Management (ITSDM) unit and staff in support of enterprise-wide branch goals and objectives. Recruit and hire staff for the unit and define team roles and responsibilities. Provide support to staff to achieve goals and use appropriate recognition and performance management techniques. Provide staff performance reviews and regular leadership/growth discussions. Identify and resolve performance issues. Provide training and staff development on CalSTRS ITSM policies, processes, procedures, and IT services. Work collaboratively with other TS teams to optimize ITSM tools and identify opportunities for increased automation. Develop an approach for implementing, growing, and maturing IT Service Delivery and Management capabilities. Develop unit performance measures and regularly report metrics to the TS leadership team.	
30%	Responsible for the development and implementation of all CalSTRS ITSM processes. Monitor the operational environment and response to requests, incidents, and problems. Direct continual process improvement through regular reviews of TS ITSM processes (Request, Incident, Problem, Change, Asset, and Knowledge management), trend analysis and metrics reporting, and engagement with TS management, teams, and stakeholders. Work across all TS functional areas to ensure ITSM policies and processes are implemented. Promote and communicate the benefits of ITSM processes to stakeholders and senior management. Optimize ITSM tool usage and work collaboratively with other TS teams to implement those strategies.	
30%	Oversee the delivery of IT services, working closely with business and TS customers to ensure service outcomes align with strategy. Provide oversight and guidance to TS business partners to identify technology solutions and services that meet business needs and resolve pain points. Promote standards and best practices for customer and user experience. Advise and educate business partners on technology strategy and ensure they are aware of TS service offerings. Establish Service Level Agreements (SLAs) where needed. Drive continuous service improvements to optimize service delivery. Resolve escalated customer complaints, unresolved requests, and aging tickets by maintaining records of them and how to resolve them. Ensure that end users are informed of any revisions to the TS service catalog. Assume responsibility for managing the CalSTRS IT Service Catalog and create plans to enhance the end-user's TS service access experience.	
5%	MARGINAL FUNCTIONS Represent IT Service Delivery and Management/Technology Services at meetings as needed.	
COMPETENCIES		

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED