

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-030-1404-001				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Technology Governance and Support Services , IT Acquisition Services Unit – Elk Grove, CA		CLASSIFICATION TITLE Information Technology Supervisor II				
		WORKING TITLE IT Acquisitions Unit Supervisor				
		COI Yes ☒ No ☐	WORK WEEK GROUP E	CBID S01	TENURE P	TIME BASE FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities. CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department. Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.						
PRIMARY DOMAIN:		Business Technology Management				
Under the general direction of the Information Technology (IT) Manager I, Information Technology Services Division (ITSD), Technology Governance and Support Services (TGSS), serves as the IT Acquisitions Unit Manager over a team responsible for the procurements of IT hardware, software and consulting services. The incumbent ensures procurements are executed in compliance with policies, processes and guidelines. Responsible to ensure hardware, software, and IT services procurements meet the technical requirements of the respective California Correctional Health Care Services (CCHCS) program areas, and are consistent with CCHCS enterprise architecture standards. In addition, the Information Technology Supervisor II reviews and evaluates existing procurement processes, suggests improvements, implements process improvements and reviews and revises respective performance metrics. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. Travel may be required due to operational needs.						
% 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. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						

35%	Supervises, organizes, directs, coordinates, recruits, hires, and trains, a team of IT professionals who develop, review, analyze, and process asset management and procurement requests; IT service contracts and agreements; and other required procurement documents for the purchase of CCHCS goods or services. Works collaboratively with ITSD and the Acquisitions Management Section (AMS) staff to ensure procurements are executed in accordance with applicable policies, processes and guidelines set forth by CCHCS, the California Department of Technology (CDT), and the Department of General Services Procurement Division; and to process and monitor all annual IT contracts and maintenance agreements; monitor procurement to ensure CCHCS is conforming to all applicable contracting laws, rules, policies and regulations. Makes recommendations to Executive Management for identified areas of needed improvement in IT procurement processes, procedures, and policies and leads the effort to implement the process improvements throughout the department. Creates and maintains a working environment that encourages mutual cooperation among AMS, CCHCS program customers, TGSS, IT infrastructure support, IT field support and IT application support organization units.
20%	Plans, supervises, organizes, directs and coordinates staff activities that include developing IT procurement purchasing policies and procedures. Ensures compliance with CCHCS Executive Management directives, CDT policies, Department of Finance policies, Department of General Services' regulations and policies in the State Administrative Manual, and other IT governance structures.
20%	Collaborates with program staff, vendors, control agencies, to execute contract agreements in a timely manner. Maintain, review, and analyze purchase inventory reports and purchasing files to identify areas needing improvement. Develops solutions for presentation to CCHCS Executive Management; interview vendors and their agents to ensure contracts meet the department's guidelines and requirements. Assist and collaborate with internal and external audit entities with audits and compliance assessments to ensure proper, efficient, and effective IT procurement processes and CCHCS' compliance to control agencies' requirements and policies.
20%	Makes presentations at meetings, focus groups, and workshops pertaining to procurements and contracts. Assist as working supervisor when there is a high volume of work to be completed. Complete other assignments as necessary, to support the program, including the completion of internal processes, reports, activities, and special projects. Travel to assigned institutions. Manages business relationships with customers.
5%	Performs other related duties as required.
KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Information technology concepts, practices, and principles to provide a foundation for technology related work. Principles, techniques, and procedures related to the delivery of information technology services; the System Development Lifecycle including the associated methodologies, tools, and processes; the organization's business processes and procedures; education tools and techniques; performance monitoring tools and techniques; and data administration techniques and best practices. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques. The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and	

personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Ability to: Perform research and data gathering; analyze information and evaluate results to choose the best solution and solve problems; communicate effectively verbally and in writing as appropriate for the needs of the audience; utilize reporting tools to develop and analyze statistical reports; interpret and explain technical information to non-technical individuals; interpret customer requests to meet service needs and resolve problems; provide customer service; work cooperatively with staff at all levels; proficiently use computers and productivity software; and understand and align technology proposals with business needs. Use initiative; act independently with flexibility and tact; use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems; perform technical analysis of proposed technology solutions; comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities; serve as a technical liaison; develop and effectively utilize all available resources; develop end-user training materials; and gather data to perform statistical analysis and report outcomes. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs. Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

DESIRABLE QUALIFICATIONS

Knowledge of: State Contracts Manual; California Public Contract Code; California Government Code; IT procurement methods; State Administrative Manual; State Information Management Manual; Department of Technology's Project Approval Lifecycle.

Ability to: Stay current with the latest developments in GenAI; Document technical specifications; Adapt and manage multiple tasks and priorities; Develop effective solutions; Communicate with users, team members, and management effectively.

OTHER DOMAINS**SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT**

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position may be reasonably expected to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

Incumbents must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, inmates, or the public.

SPECIAL PERSONAL CHARACTERISTICS

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.
- Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE