

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 30955	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME COTS Application Solutions	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Supervisor II	POSITION NUMBER 306-072-1404-015	CBID S01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00am to 5:00pm	TENURE Permanent	
WORKING TITLE COTS Application Supervisor	TIMEBASE Fulltime	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: _____	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION ☐ Rank and File ☒ Supervisor ☐ Specialist ☐ Office of Administrative Hearings ☐ Client Agency

The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.

POSITION CONCEPT

Under general direction of the Information Technology (IT) Manager I, the IT Supervisor II in the Department of General Services, Enterprise Technology Solutions in the COTS Application Solutions section, within the Software Engineering domain, the IT Supervisor II supervises COTS staff responsible for the maintenance, support, and/or development of numerous Custom, Commercial Off-the-Shelf (COTS) and cloud solutions, in accordance with the State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), and DGS policy, procedures, and strategic objectives.

SPECIAL REQUIREMENTS ☐ Medical Clearance ☐ Background Clearance ☐ Typing ☐ DMV Pull Notice ☐ Drug Testing
☐ Vehicle Home Storage Permit ☐ Driver's License and Class (specify below in Description) ☐ Certificate (specify below in Description)
☐ Professional License (specify below in Description) ☐ Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Plans, directs, and coordinates the work of professional staff and customer teams by reviewing, approving, and monitoring software development and maintenance efforts and project deliverables utilizing project management, communication, negotiation, and leadership skills in accordance with statewide IT governance laws, policies, and guidelines to ensure strategic goals and project requirements and objectives are met.
30%	Oversees, mentors, trains, and collaborates with a technical team comprised of software developers, architects, testers, analysts, contractors, and business partners in order to develop a shared understanding of project goals and deliverables, build a stronger technical foundation and resolve

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PERCENTAGE	DESCRIPTION
	application defects, technical challenges, and impediments.
15%	Collaborates on the creation of the Project Approval Lifecycle (SIMM 19) by developing procurement documentation (RFO, RFP, SOW), project plans, status reports, user stories, and incident logs, and communicating updates on development efforts in order to ensure compliance with project management standards, keep executive management, project sponsors, and development teams informed, and to ensure successful project completion, utilizing project management applications, tools, templates, and best practices.
10%	Oversees and directs technical teams performing analysis of enterprise-level software solutions to determine how different technologies could improve business processes, and oversees the development and implementation of integrated software solutions using these technologies, in order to further integrate application data with internal systems and processes.
10%	Supervises and directs staff by providing support and feedback and utilizing performance monitoring tools such as probationary reports, performance appraisals and individual development plans in order to promote opportunities for advancement, increase staff performance and ensure the retention of qualified employees. Develops, refines, manages, approves, and implements Department policies, procedures, and standards using IT industry trends, industry and state standards (e.g. SAM, SIMM, ANSI) and best practices for Application Management, IT Governance, Change Management, and Release Management to ensure continuous service improvements of ETS processes.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Attends educational workshops, networks with other IT personnel and vendors, and participates in information technology organization forums in order to maintain knowledge of industry trends and practices and enhance the technical knowledge of subordinate staff through training.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS☐ Travel (Specify the percentage in the travel box below)

Will be required to report to the office as needed/required.

Professional Office Environment.

DESIRABLE QUALIFICATIONS

- Excellent written and verbal communication; leadership abilities to support critical role in the Organization.
- Extensive professional work experience supporting Azure/AWS clouds, or other enterprise scale systems in a supervisory or technical lead capacity.
- Strong business analysis experience and functional analysis knowledge backed by prior technical work experience.
- Knowledge of project management methodologies, project lifecycle, change management, and standard IT processes and procedures.
- Working knowledge of technical architecture and system environments.

- Creative thinker, excellent analytical skills, problem solving skills, negotiation skills, and conflict resolution skills.
- Ability to effectively manage projects, prioritize tasks, manage team effectively, and delegate work to the team members.
- Knowledge and understanding of best practices to manage IT technical team; works well with various business users and cross functional team members.
- Provide guidance, mentor, coach, train, and share knowledge to build high performance team and build positive team environment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED
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I have discussed the duties of the position with the employee and certify the duty statement represents an accurate description of the essential functions of the position. I have provided the employee with a copy of this duty statement.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED
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C & P APPROVED BY	DATE SIGNED
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