

DUTY STATEMENT

Employee Name:	Position Number: 580-152-1405-909
Classification: Information Technology Manager I (Client Services)	Tenure/Time Base: Permanent/Full-Time
Working Title: Customer Service Section Manager	Work Location: 1616 Capitol Ave. Sacramento, CA 95814
Collective Bargaining Unit: M01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Data Center Operations and Services Branch / Customer Service Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

The incumbent works under the general direction of the Information Technology Manager (ITM) II, Chief, Data Center Operations and Services Branch. The ITM I serves as the Chief of the Customer Service Section (CSS) which provides customer service for over 5000 desktops and laptops, over 200 Data Center applications, and the enterprise email messaging system that supports over 5000 employees. The ITM I manages, supervises and supports the direct reports and units within CSS. These units are responsible for providing customer support through CDPH help desk systems as well as responding to technical support phone requests via call center.

The ITM I will perform duties in the Client Services and Business Technology Management domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☐ Travel:
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☐ Other:

Essential Functions (including percentage of time)

- 35% Manages the CSS consisting of three operational units responsible for customer service for all department staff, and vendor management of the department's IT service provider (CDT). Plans, organizes, monitors, and controls activities associated with the Department's IT Service Management (ITSM) customer service system, Landis Contact Center, information technology (IT) service provider contracts, voice and data policies for video and web conferencing, and the Department's IT service catalogs. Provides leadership to ensure services are available to support the mission critical and essential functions of the Department. Recruits, develops, and retains a competent professional staff that assures an adequate level of specialized technical expertise to support current and future CDPH IT needs. Assesses training needs, develops and implements training plans, and conducts annual performance evaluations. Identifies and resolves staff performance issues. Performs critical analysis and provides direction for work plans, deliverables, and skills development for the diverse tasks assigned. Initiates and/or recommends changes to promote innovative IT solutions to meet the Department's business needs. Coordinates with internal and external entities to provide enterprise support services and resolves issues as required.
- 25% Participates in project meetings and provides consultation to customers and project teams. Provides technical oversight in the development of proposals, Feasibility Study Reports, Project Summary Packages, Special Project Reports, Post Implementation and Evaluation Reports, Information Technology Procurement Plan, etc. Provides status reports to the project team and to management.
- 25% Responsible for formulating or administering organizational information technology policies and programs and planning, organizing, and directing the work of ITSD technology branches or units. Guides and oversees the development and elaboration of plans and artifacts to obtain

internal and external project approval; responsible for the oversight of ITSD branch, projects, aligning with technological modernization strategies in support of CDPH programs.

- 10% Participates in the development of IT strategic and tactical plans that can be used for developing IT solutions to satisfy the Department's business goals and objectives; assists in developing, implementing, enforcing, and maintaining policies, processes, standards, and procedures.

Marginal Functions (including percentage of time)

- 5% Performs other job-related duties as assigned.

☐ I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

☐ I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: D.S.

Date: 9/14/26