DUTY STATEMENT

☐**CURRENT** ☒**PROPOSED**

RPA Number: 26-083	Classification Title: Information Technology Manager I	Position Number: 835-357-1405-001
Incumbent Name: Vacant	Working Title: Information Technology Manager I	Effective Date: TBD
Tenure: Permanent	Time Base: Full Time	Intermittent Hours Per Month: N/A
Division/Branch: AFITS/IT	Section/Unit: Infrastructure Section/Network Services	Reporting Location: Sacramento
Supervisor's Name: Ravisankaran Ganesan	Supervisor's Classification: Information Technology Manager II	CBID: M01
Confidential Designation: ☐YES ☒NO	Designated Position for Conflict of Interest: ☒YES ☐NO	Position Telework Eligible: ☒YES ☐NO
Supervision Exercised: ☐None ☐Lead ☒Managerial ☐Supervisory		

Human Resources Use Only:
HR Analyst Approval: **Date:**

General Statement:
This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) 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 department policies and procedures regarding attendance, leave, and conduct.

Position Description:
Under general direction of the Information Technology Manager II, the Information Technology Manager I is responsible for the management of the IT Network Services and Network Infrastructure. This position is responsible for ensuring overall IT Operations service delivery, compliance with control agencies, stakeholders, expectations, the department's mission, and policy directives. Incumbent will develop and monitor program goals, objectives, roadmap, budget, and reports to the ITM II on the progress of IT projects under development and in production. Incumbent will update and maintain section plans, projects, and oversight of work activities. Duties of this position focus on managing networking and infrastructure, including leading the design, maintenance, and optimization of enterprise network systems; overseeing core infrastructure components; ensuring secure, reliable connectivity;

and directing strategic upgrades and performance improvements.

Essential Functions (including percentage of time):

55% **Network Services and Infrastructure**

Provides direction to, and management of Network Services activities (including software management, SQL administration, group policy administration, SCCM, Unified Communications, Azure Active Directory, Active Directory, Exchange O365, Intune, MFA and Azure administration) and supervises subordinate supervisors and staff in the planning, development and monitoring of CalRecycle's infrastructure functions and supporting network and desktop environment. Working primarily through the Chief Information Officer, this position is responsible for ensuring that the day-to-day activities related to Network Services and infrastructure meet departmental needs. Oversight of projects assigned tasks, and clearly defined milestones as well as day-to-day activities.

Maintain the Technology Recovery Plan (TRP) documents including the required training, testing, and practice drill. Plan, develop, and implement a continuity plan including disaster management, business resumption, technology recovery priority planning using State Administrative Manual (SAM) Section 5325.1, 5325, 5330.2.

15% **Operations and Help Center**

Provides leadership and direction for IT Operations, including infrastructure services, telecommunications, asset management, printer administration, multimedia support, and Help Center/DORIIS Help Desk functions. Oversees subordinate supervisors and staff in planning, developing, and monitoring CalRecycle's IT operational activities to ensure stable, secure, and efficient enterprise operations.

Provide guidance and oversight for the development, implementation, and maintenance of the IT Service Branch's operational and tactical plans. Provide mission-critical and review for subordinate supervisors and senior technical staff on IT projects and activities. Develop, review, and implement best practices, standards, policies, and procedures regarding the overall management of the department's IT environment and activities. Develop performance metrics, perform budgeting and contract management oversight, policy formulations, and resource management, establish services levels. Work directly with program area staff, division, liaisons, and represent the Department in briefings, or other meetings as appropriate. This position offers direct input to the budget change proposals (BCP's) and other mission-critical documents, identifying potential roadblocks, recommending strategies, workload measures, and procurement mechanisms for higher chances of success.

15% **Compliance and Standards Management**

Responsible for the development, implementation, administration, enforcement, and maintenance of IT policies, processes, standards, and procedures. Responsible for the implementation of configuration management, release and deployment management, rollout planning, testing communication, and assessing, authorizing and reviewing changes.

Work with the Information Security Officer (ISO) to ensure appropriate systems security protocols, review audit assessments, and audit recommendations to implement solutions. Work on the Plan of Action and Milestones (POAM) to address information security program deficiencies, compliance self-reporting, and in response to risk assessment and audit findings, incidents, and oversight reviews.

Participates in the development of IT strategic and tactical plans that can be used to satisfy the business goals and objectives; represents the on various internal and external meetings with policy committees, task forces, and other State agencies related to technology. Provides direction and management of technical staff and contract consultants as it relates to scheduling, coordinating and managing releases across the Enterprise; creating and maintaining an IT release calendar; insuring project milestone adherence and release integrity; managing risks and resolving issues that affect release scope, quality and schedule; ensuring release readiness, including milestone reviews and business go/no-go reviews. Assess technical skills needed for staff to support the systems. Hire and train staff as necessary to meet services and support needs.

10% **Budgeting and Contract Management**

Work in close collaboration with management staff, to develop and maintain a yearly IT budget. Coordinate the development of contractual documentation, including statements of work and contractor evaluations. Perform review and validation of complex vendor invoices. Provide recommendations for invoice approval or dispute. Collaborate with the procurement and Compliance Branch to ensure accurate status and support documentation for annual accruals and budget forecasts to ensure accurate expenditure reporting.

Assesses and estimates current and forecasted needs for the most complex IT goods and services procurement activities. Assist with the internal IT budget planning and annual IT Cost Report.

Marginal Functions (Including a percentage of the time):

5% Other duties as required include, but not limited to, providing basic technical assistance to program staff on web-related issues, CalRecycle-managed software applications, office productivity software; attendance at agency and statewide CIO meetings; participation on cross-BOO IT teams, etc.

Assure that knowledge, skills, and technical competencies are kept up to date through training, research, and self-study.

Typical Physical Conditions/Demands:
The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods. Ability to lift 15 pounds, bend, and reach above shoulders to retrieve files and/or documents.

Typical Working Conditions:
The incumbent works in a high-rise office building in an enclosed, non-windowed office cubicle in a smoke-free environment. The work schedule is Monday through Friday. Mandatory overtime, including evening and weekend work, may be necessary during the year end closing process or when the department is mission tasked. Travel may be required locally and within the state.

Special Requirements of Position (Check all that apply):
☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
☐ Duties require participation in the DMV Pull Notice Program.
☐ Performs other duties requiring high physical demand. (Explain below)
☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
☐ Other (Explain below)

Explanation:

Incumbent: Vacant
Classification: Information Technology Manager I
Position Number: 835-357-1405-001

Supervisor Statement

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

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Employee Name	Employee Signature	Date