



Classification: Information Technology
Supervisor II
Position Number: 880-280-1404-001

DUTY STATEMENT

☐ CURRENT ☒ PROPOSED

RPA Number: 26-280-027	Classification Title: Information Technology Supervisor II	Position Number: 880-280-1404-001
Incumbent Name: VACANT	Working Title: Software Development Manager	Effective Date: TBD
Tenure: Permanent	Time Base: Full-time	CBID: S01
Division/Office: Division of Information Technology		Section/Unit: IT Business Operations Support Branch / Application Development Unit
Supervisor's Name: Uday Joshi		Supervisor's Classification: Information Technology Manager I

Human Resources Use Only:	
HR Analyst Approval: <i>Rebecca Ramirez</i>	Date:

General Statement
Under the general direction of the Information Technology Manager I (ITM I) of the Information Technology Business Operations Support Branch (ITBOSB) in the Division of Information Technology (DIT) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The Supervisor of the Application Support Unit is responsible for planning, directing, and coordinating the activities required to develop information technology solutions for complex business, scientific, or engineering problems. The incumbent is expected to attend conferences, obtain training, review technical journals and periodicals, browse appropriate Internet sites, etc., to acquire and maintain knowledge of applicable emerging technologies, procedures, and industry practices. The incumbent will provide services from IT domains, including Business Technology Management, IT Project Management, Software Engineering, and Systems Engineering.

Essential Functions (Including percentage of time):

35%	Supervise the Applications Development Unit, including overseeing staff workload, resource allocation, training/mentoring, assignment review/approval, and annual individual development plans (IDP). Provides oversight and direction during the development phases of large, very complex application development projects that are considered time-critical or sensitive to the SWRCB and/or Regional Boards. Works cooperatively with the Manager of the Applications Development Unit, Water Boards' program staff, and vendors. Project activities generally include analysis, development, documentation, installation, testing, and implementation of enterprise-level systems using standardized tools and processes. Coordinates application development work with DIT's Database Administrators on enterprise-wide database development projects for which DIT has responsibility. Assess customer requests for ongoing support, operation, and maintenance of various custom application systems, including production work. Allocate and manage resources to fulfill these requests, including tracking new and existing application development projects, tasks, and timelines; and developing, issuing, and overseeing the statement of work for IT project development and maintenance contracts.
30%	Develop and maintain staffing plans for subordinate personnel to ensure efficient, timely selection, development, and performance evaluations. Ensure staff receive timely and adequate training to address new and emerging technologies being considered for use in the Water Boards. Provide input and direction on technology training to ensure alignment with the technology roadmap. The incumbent works to expand employees' and the organization's skills to provide consistently high-quality, responsive customer service through guidance and formal training. Responsible for formally supervising staff and providing performance evaluations, training/mentoring, work assignments, resource support, and leadership in providing quality services to Water Boards' customers. Work independently, or as Project Lead on other special projects, and other duties as appropriate to the classification, as required.
15%	Establish and enforce standards for all SWRCB projects, both during development and for ongoing support. This includes standards for system and program design, programming, testing, security, design walk-through, change request procedures, production procedures, user manuals, and both system and programming documentation.
10%	Provide technical advice and assistance for services and applications. Serves as backup to the IT Manager I.

Marginal Functions (Including percentage of time):

5%	Lead weekly Application and Development Unit staff meetings. This includes attending other regularly scheduled DIT staff meetings and training sessions.
5%	Perform other duties as required.



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Typical Physical Conditions/Demands:

The position requires extensive use of a personal computer and the ability to sit/stand at a desk for extended periods. Ability to lift and carry up to 20 pounds. Ability to sit for long periods of time while traveling extended distances.

Typical Working Conditions:

The incumbent works in an office building in a smoke-free environment. The work schedule is Monday through Friday as required to support core business hours. Will be required to work unusual hours, including evenings, weekends, and holidays, in response to IT outages or when the department is in a mission-critical state. Overnight travel may be required within the state as necessary to support job functions.

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 a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date
Employee Name	Employee Signature	Date