

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

DIVISION Information Technology Services Division		EFFECTIVE DATE
BRANCH/SECTION Enterprise Software Development Section - Cloud/Automation Development Unit		CLASS TITLE Information Technology Supervisor II
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION Sacramento/San Francisco
INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-406-1404-003
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.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: Under the general direction of the Information Technology Manager I, this position serves as an Information Technology Supervisor II, in the Enterprise Software Development (ESD) Section. As a working supervisor, the incumbent provides the leadership, supervision and support necessary to maintain the information systems and applications utilized by the California Public Utility Commission (CPUC).		
% 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. <i>(Use additional sheet if necessary)</i>	
	<u>ESSENTIAL FUNCTIONS:</u>	
30%	Provides leadership and/or direct supervision to a team of subordinate staff within the section, while fostering and maintaining a work environment that encourages diversity and inclusivity to contribute to staff as well as overall business operations. Responsible for administrative functions related to human resources (HR), including hiring, onboarding, and training staff. create and modify duty statements, complete probation reports, performance appraisals, training plans, and process time sheets. Providing timely feedback, document and monitor performance. Review Merit Salary Adjustments and take appropriate actions. Communicates organizational and IT-related information to subordinate staff in a timely and effective manner. Facilitate regular staff meetings to disseminate direction, updates, priorities, and other information provided by IT leadership. Ensure staff receive clear, consistent, and timely communication regarding organizational initiatives and operational expectations. As needed, collaborate with management, legal and human resources teams to address personnel and staff related issues like performance concerns, and conflicts. Identify staff training needs and development opportunities. Contribute to the workforce planning and succession planning process. Identifies opportunities for technology innovation and process improvements that enhance workplace efficiency, effectiveness, and service delivery. Ensure appropriate distribution of work to support operational efficiency, accountability, and timely completion of objectives.	
30%	Organize, supervise, coordinate, and facilitate software development, maintenance, and roll out activities, monitor work assignments, assign workload of application development requests to subordinate staff. Plan, organize, and direct the work of ESD staff, and may occasionally perform the most difficult or sensitive work. Ensure section processes and procedures are accurately documented, maintained, and communicated to staff. Responsible for overseeing staff activities related to the development, testing, implementation, and maintenance of new and existing systems, software applications, databases, and websites. Create a weekly status report of accomplishments and in-progress items. Participates in the assessment and selection process for technology vendors, products, and solutions, based on the organization's needs, technical capabilities, cost-effectiveness, and operational demands. Monitors and analyzes workload, providing management with performance metrics, and validating staffing and resource needs in alignment with organizational objectives.	
20%	Administers the daily operations related to the maintenance, enhancement, and deployment of software applications, including the rollout of new software releases. Leads and manages the software development team, ensuring that applications are designed, developed, tested, and implemented in compliance with business requirements and the Software Development Life Cycle (SDLC) and ensure	

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

15%	continuing compliance with software licensing requirements. Ensures software deployments meet established requirements, quality standards, security expectations, and implementation timelines. Manages general administrative tasks and personnel duties for section staff, including the establishment of work schedules, attendance criteria, and telecommuting arrangements. Actively engages in Change and Release Management programs to ensure the controlled execution of technology modifications and releases. Evaluates staff performance and provides ongoing feedback, coaching, and guidance to support employee effectiveness and professional growth. Addresses employee performance, disciplinary, and grievance matter in accordance with applicable policies, procedures, and employment practices. Participates in workforce planning and making recommendations concerning hiring, employee development, and other personnel actions to fulfill organizational and operational needs. Encourages a culture of continuous learning, professional growth, and knowledge sharing to enhance staff capabilities, support career development, and ensure workforce skills are in line with the organization's evolving technological, operational, and business requirements. Proposes and identifies innovative technology solutions to enhance application performance, reliability, security, functionality, and the overall user experience.
5%	<u>MARGINAL FUNCTIONS:</u> Performs related or other duties as required. <u>KNOWLEDGE AND ABILITIES</u> <i>[From Class Specs]</i> Knowledge of: 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. Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards. 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

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

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. Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Positions in this classification occasionally may bend, stoop, kneel, reach and push. Employees must possess the ability to transport objects weighing up to 50 pounds.
- Frequent travel to CPUC field offices throughout the state may be necessary. May include overnight or several days stay.
- Work schedule may include evenings and weekends as necessary.

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

SUPERVISOR'S NAME (Print)

Karthy Paramanathan

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