



YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS DUTY STATEMENT

CLASSIFICATION TITLE	DIVISION NAME
Information Technology Manager I	Information Technology Division
WORKING TITLE	OFFICE/SECTION/UNIT NAME
Software Platform Services Section Chief	Software Platform and Access Management Services Office, Software Platform Services Section
EMPLOYEE NAME	POSITION NUMBER
Vacant	333-350-1405-001

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

GENERAL STATEMENT

Under the general direction of the Information Technology Manager (ITM) II, Software Platform and Access Management Services Office Chief. The ITM I will lead the team responsible for the reliable operation and support of FI\$Cal's enterprise application and middleware platforms, including PeopleSoft, Hyperion, and Oracle WebLogic. You oversee the daily delivery of application support services, ensuring system stability, incident response, performance optimization, and effective coordination across development, infrastructure, database, information security, and business operations teams for the Department of FISCal (FI\$Cal)'s Software Platform Services Section (SPSS).

As the ITM I, you plan, organize, and direct the operation, maintenance, and continuous improvement of FI\$Cal's application environments. You provide leadership in managing platform performance, configuration management, monitoring, patching, and release coordination to support development, testing, and production operations. You also guide staff in implementing disaster recovery capabilities, evaluating technology improvements, and ensuring adherence to state policies, industry standards, and operational best practices.

The Incumbent will set priorities, communicate expectations, and promote a positive, inclusive, and high-performance culture. You coach and develop staff, ensure accountability, and support continuous learning to build a resilient and skilled application support team. You serve as a key communicator and collaborator for FI\$Cal's application operations, ensuring customer-focused service, timely issue resolution, and alignment of technologies and processes with FI\$Cal's mission and strategic goals.

The duties for this position are focused in the Information Security Engineering domain, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED

The ITM I will provide direct supervision of lower level staff within the section supervised including any contractors and/or consultants matrixed to the section.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
50%	Manage the Operations and Maintenance • Plan, organize, and direct the operation, maintenance, and optimization of FI\$Cal's application and middleware platforms, including PeopleSoft, Hyperion, and Oracle WebLogic, ensuring stable and reliable support for development, testing, and production environments. • Oversee day-to-day application support operations, including incident management, service restoration, root-cause analysis, and coordination of escalations to internal teams or vendors. • Manage the deployment, configuration, and lifecycle maintenance of middleware components and application environments to ensure availability, security, and performance. • Ensure effective monitoring of application and platform health by overseeing the configuration, integration, and use of system monitoring and alerting tools. • Direct and manage platform performance activities, such as load balancing, tuning, capacity planning, and proactive identification of performance bottlenecks. • Lead the planning and execution of patching, updates, and upgrades for application and middleware platforms, ensuring changes are tested, documented, scheduled, and coordinated with affected stakeholders. • Review and assess proposed changes to application environments—such as enhancements, releases, configuration changes, or infrastructure modifications—to ensure alignment with operational standards, risk tolerance, and business needs. • Provide leadership in evaluating and implementing improvements to application operations, leveraging industry best practices, technology trends, and lessons learned. • Ensure proper management and documentation of application environments, configurations, and platform dependencies to support operational readiness and audit compliance. • Oversee the implementation and testing of disaster recovery and business continuity processes for application and middleware platforms.

	• Coordinate with database, infrastructure, development, information security, and release management teams to ensure seamless operation of integrated FI\$Cal systems. • Manage vendor and consultant activities supporting application operations, including reviewing deliverables, validating technical work, and ensuring compliance with contracts and service agreements. • Ensure customer-focused service by monitoring operational impacts, responding to service needs, and communicating issues and resolutions to FI\$Cal stakeholders in a timely manner.
25%	Workload and Performance Management • Plan, direct, and manage the workload and priorities of application support staff and consultants, ensuring assignments are clearly defined, properly resourced, and aligned with organizational goals, service-level expectations, and operational demands. • Communicate priorities, deadlines, and expectations to staff, ensuring team members understand their roles in delivering reliable application and middleware support services. • Develop, maintain, and ensure adherence to operational procedures, knowledge articles, and process documentation required under SIMM standards to support consistent, high-quality service delivery and audit readiness. • Lead staff in responding to incidents, service disruptions, and operational escalations by coordinating technical activities, directing resources, providing leadership communication, and ensuring timely resolution and effective post-incident reviews. • Coordinate with internal teams—including development, infrastructure, database, network, information security, release management, and business operations—to ensure effective communication, prioritize shared work, and support integrated system operations. • Encourage innovation and continuous improvement by fostering a culture where staff are empowered to identify opportunities, propose solutions, and contribute to process optimization. • Recognize and reinforce high performance and customer-focused service through formal and informal recognition methods, ensuring staff feel valued and committed to operational excellence. • Participate in FI\$Cal Disaster Recovery planning, testing and implementation for assets and applications owned or maintained by the Software Platform Services Section. • Participate in and follow up with timely remediation efforts audits, assessments for assets and applications owned or maintained by the Software Platform Services Section. Provide leadership in

	evaluating and implementing improvements to application operations, leveraging industry best practices, technology trends, and lessons learned. • Ensure proper management and documentation of application environments, configurations, and platform dependencies to support operational readiness and audit compliance. • Oversee the implementation and testing of disaster recovery and business continuity processes for application and middleware platforms. • Coordinate with database, infrastructure, development, information security, and release management teams to ensure seamless operation of integrated FI\$Cal systems. • Manage vendor and consultant activities supporting application operations, including reviewing deliverables, validating technical work, and ensuring compliance with contracts and service agreements.
10%	Administrative Oversight 10% • Develop a skilled workforce by planning and providing appropriate trainings. • Provides regular guidance, performance feedback, and support staff, with a strong focus on employee growth and development. • Completes performance evaluations and probationary reports timely. • Reviews employee timesheets to ensure accuracy and proper leave usage. • Lead recruitment efforts and oversee the onboarding of new staff.
10%	Other Duties • Conduct research and analysis on platform service trends and best practices, incorporating insights from staff, clients, peers, and independent study. Prepare clear reports that keep FI\$Cal ready for future technologies, in alignment with the direction of the Chief Information Officer and executive management. • Stay current with FI\$Cal ERP software, middleware, and database technologies to ensure up-to-date knowledge and effective system support. • Attend training classes as needed. Satisfactorily complete all team training requirements.

<u>% OF TIME</u>	<u>• MARGINAL FUNCTIONS</u>
5%	Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the division/office/unit, which may include special assignments.

KNOWLEDGE AND ABILITIES

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

Knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check are required.**

WORKING CONDITIONS

The incumbent may need to be on-site at the Department of FI\$Cal to carry out his/her duties. This position requires the ability to work under pressure to meet deadlines. The sensitivity of the department's work may require excess hours to be worked to achieve schedule requirements. The incumbent should be available to travel as needed. The incumbent is expected to perform functions and duties under the guidance of the department's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a fax, copier, telephone, computer and general office equipment, as needed. This position requires use of a hand-cart to transport documents and/or equipment up to 20 pounds (i.e., laptop computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Hiring Manager Signature

Date

HR Analyst: PGR

Date Revised: 4/10/2026