

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date
Employee Name		Division Technology Services Division		
Position No / Agency-Unit-Class-Serial 461-130-1405-007		Unit Service Operations Reliability Team (SORT)		
Class Title Information Technology Manager I (working title: Service Operations Reliability Manager)		Location DSH-Sacramento (all locations)		
Subject to Conflict of Interest ☒ Yes ☐ No		CBID M01	Work Week Group: E	Pay Differential
Other				
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under the general direction of the Technology Services Division (TSD) Hospital Operations Chief, Information Technology Manager II (IT Manager II), within the Department of State Hospitals (DSH), the Information Technology Manager I (IT Manager I) is responsible for management of the Service Operations Response Team ensuring stable, reliable, secure, and responsive delivery of the core IT services across the enterprise.				
% 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; percentage must total 100%. (Use additional sheet if necessary).			
50%	The IT Manager I is responsible for the strategic leadership, planning, and oversight of the Service Operations Reliability Team. This role ensures that all IT services and initiatives are aligned with the Department of State Hospitals' (DSH) priorities, the Technology Services Division Management plan, and the broader DSH Strategic Plan. This role includes: • Providing enterprise-level strategic and operational oversight over the Service Operations Reliability Team Supervisors, a core operational unit supporting statewide clinical and technical systems. • Monitors performance and progress of IT operations through regular coordination and partnership with Site Supervisors, operations, server, network and security teams, and internal and external stakeholders. • Actively contributing to continuous optimization of TSD budgetary spend for TSD operations service delivery, and ongoing reduction of technical debt. • Ensuring items needed to execute Technology Services Division roadmaps are included in the spending plan. Facilitates and/or collaboratively drafts IT procurement and contract requests, scopes of work and other associated documentation for the acquisition of hardware, software, and services.			

	• Overseeing and managing the unit's TSD personnel services expenditures, including but not limited to ergonomic requests, overtime approvals, and travel authorizations. • Ensuring continual support of the Electronic Health Record (EHR) solution, ensuring IT service continuity is constantly optimized to meet the need of EHR solution across 24/7 service delivery. • Ensuring overall system availability in a highly complex environment ensuring multi tier support integration and Statewide modernization strategy. • Preparing and presenting reports on system performance, incidents, changes, other applicable IT metrics, budgets and spending, resource capacity, and project planning and status updates for stakeholders. • Overseeing onboarding and offboarding of the unit's supervisors and drafting probation reports and individual development plans. • Actively ensuring that all new hires within the respective unit are conducted in accordance with policies, guidelines, and best practices, and that new team members that have the knowledge, skills, and abilities to align with the TSD strategic direction.
20%	The IT Manager I is responsible for leading and contributing to TSD Enterprise Solutions Teams and Initiatives according to DSH's priorities and needs: • Coordinating Incident Response by leading troubleshooting and resolution of Major IT Incidents ensuring timely communication and escalation by serving as a key member of the TSD Change Advisory Board. • Serving as a member of the TSD Change Advisory Board managing the Change Process. • Ensuring that Solutions Teams are working cohesively across sites to provide multidisciplinary technical solutions and to manage those systems and provide support, ensuring overall solutions strategy and alignment with the DSH Strategic Plan. • Working with business leaders and teams to provide holistic, multi-product solutions in a given focus area.
20%	The IT Manager I is responsible for facilitating positive stakeholder relationships by: • Coordinating regular effective communications with both peer managers and program partners from staff to executive levels. • Partners with business leadership, operations, server, network and security teams to design and develop continuous solutions improvements and work closely with project leadership and business subject matter experts to implement and maintain new and emerging solutions. • Developing positive working relationships with business partners by regularly learning about evolving initiatives and goals • Supporting the development and implementation of enterprise IT policies, procedures, and process improvements in alignment with DSH policies and procedures.

	Collaborating with internal stakeholders to assess and meet IT needs, guiding the planning and prioritization of IT initiatives. Directs the research, evaluation, and testing of new technologies, tools and services to provide innovative solutions to enhance existing services and processes to solve business problems at the hospitals.
10%	Performs other IT Manager I job-related work as directed by Management
Working Conditions	A hybrid Telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice. I Independence of action and the ability to manage time and multiple priorities is required. Use of technology, including but not limited to Microsoft Office, Microsoft Teams, WebEx, Zoom, and other virtual platforms is required. Incumbent may be required to sit for long periods of time using a keyboard and video display terminal or when traveling to other locations; travel may be required to DSH facilities.
Other Information	Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers. Incumbent must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The incumbent must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and control agencies and other departments. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Additionally, the TSD team will have access to and responsibility for the protection of very sensitive and confidential information and protected health information. The TSD plays a significant role in ensuring continuity and quality of DSH's and its hospitals and psychiatric programs delivery of services and patient care

through the delivery of highly effective IT service delivery systems. Consequence of error may result in minor to major IT service unavailability or ineffectiveness, causing direct impacts to the delivery of care to DSH patients. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

Statement of Economic Interests / Form 700 Requirements:

The Political Reform Act requires employees who serve in this position to file a Statement of Economic Interest (Form 700) as designated in the department's conflict-of-interest code. Your Form 700 is due within 30 days of assuming office/position, annually, and within 30 days of leaving office/position. The annual Form 700 due date is determined by the Fair Political Practices Commission and is generally due on or about April 1 of each year. The statements must be submitted to the Sacramento Filing Officer. These statements are public access documents. You will receive reminders from the Sacramento Filing Officer regarding completion of the statements; however, it is your responsibility to ensure you are compliant with all regulations and requirements. For additional information regarding the Statement of Economic Interests or regulations, please contact the Sacramento Filing Officer.

Ethics Training and Compliance:

Pursuant to Assembly Bill 3022 and Government Code 11146.4, employees required to file a Form 700 Statement of Economic Interests must complete an Ethics orientation training course within six months of assuming a Form 700 designated position, and every two (2) years thereafter, by December 31 of each even numbered year. The Ethics training governs the official conduct of state officials. You will receive reminders from the Sacramento Filing Officer regarding completion and documentation of the training; however, it is your responsibility to ensure you are compliant with the required training. Your Ethics training record and certificates of completion are public access documents. For additional information regarding the Ethics training and regulations regarding this requirement, please contact the Sacramento Filing Officer.

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 Office of Human Rights).

Incumbent will be held accountable for maintaining the program expenditures within budgeted allocations and to use funds for proper needs while tracking and reporting expenditures to ensure fiscal transparency and accountability.

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 Office of Human Rights).

	_____ Employee's 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.	
	_____ Supervisor's Signature	_____ Date