

DUTY STATEMENT

ASD 045 (REV. 03/2024)

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Type of Duty Statement: Proposed**Revision Date:** 10/01/2026**1. Position Information****A. Employee Name:****B. Position Number:**

817-623-1405-001

C. CBID:

M01

D. WWG:

E

E. Effective Date:

10/01/2026

F. Classification Title:

Information Technology Manager I

G. Working Title:

Procurement Branch Chief

H. Division:

Administrative Services

I. Branch/Section/Unit:

Procurement and IT Contracts Management Branch

2. POSITION REQUIREMENTS**Special Requirement:** Check All that Apply

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☒ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:**B. Conflict of Interest Required (Gov. Code 87300, et seq.)?**☒ Yes☐ No

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION**A. Supervision Received:**

The Information Technology (IT) Manager I reports directly to the Chief Financial Officer (CFO) of the Department of Child Support Services (DCSS).

B. Supervision Exercised:

The IT Manager I serves as the branch-level manager over the Procurement and IT Contracts Management Branch, directly supervising one IT Supervisor II that oversees DCSS' core procurement and contracting function for IT and non-IT, and directly supervising two IT Specialist I positions assigned to the Contract Management Function (CMF).

4. DUTIES AND RESPONSIBILITIES OF THE POSITION	
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS	
This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.	
GENERAL STATEMENT	
This position is responsible for managing the department's IT Contracts Management Function (CMF) within the Procurement and IT Contracts Management Branch. The IT Manager I provides strategic leadership, policy guidance, and operational oversight for all IT contract life-cycle activities—market research, scope of work (SOW) development, procurement and contract package coordination, contract management, issue resolution, fiscal monitoring, reporting, and audit readiness—ensuring compliance with state contracting manual (SCM), state administrative manual (SAM), public contract code (PCC), state information management manual (SIMM), and statewide directives. The incumbent must adhere to DCSS leadership practices, maintain regular attendance, communicate professionally, and complete	
A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
ESSENTIAL FUNCTIONS	
IT Domain: <i>Check All That Apply</i>	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY
	☒ Business Technology Mgmt. ☐ Software Engineering ☐ IT Project Mgmt. ☐ System Engineering ☐ Information Security ☐ Client Services
40 %	Directs and oversees the staff and duties of the Contract Management Function (CMF) responsible for the breadth of tasks including pre-procurement and post-procurement activities. Leads development of procurement and contracting items including but not limited to: Statements of Work (SOW), deliverables, evaluation criteria, performance measures & service-level agreements (SLA), milestones, acceptance criteria, various contract and procurement exhibits. Conducts and documents IT market research to identify solutions, vendors, cost models, and contracting approaches within state procurement regulations. Reviews, assembles, and ensures completeness of Request for Contract Services packages, including required justifications with control agencies such as California Department of Technology and GC 19130. Provides support to technology services division (TSD), coordinating intake, prioritization of needs, timelines, and other contract management dependencies. Collaborates with TSD managers/customers, ensures development of procurement documents of goods and services meet operational specifications and programmatic needs.

25 %	Serving as the branch-level IT and non-IT procurement and contracting authority within Procurement & Contract Branch. Provides leadership, direction, and guidance to subordinate managers and staff responsible for procurement of goods and services, contract development, solicitation management, and oversight. Establishes branch workflows, priorities, and governance aligned with project and operational needs. Ensures adherence to statewide statutes, regulations, policies, and standards such as state contracting manual (SCM), state administrative manual (SAM), public contract code (PCC), and statewide information management manual (SIMM). Oversees the development of standardized tools, templates, checklists, and business processes to improve quality and reduce rework.
20 %	Oversees contract performance monitoring, deliverable tracking, service-level agreements (SLA) reporting, issue identification, dispute resolution, fiscal tracking, and contractor coordination. Serves as the primary point-of-contact for contract issues, invoice disputes, missing deliverables, and contract interpretation conflicts. May also act as a point of contact for service delivery or technical failures. Ensures complete and audit-ready contract documentation, issue logs, communication logs, monitoring forms, and contract file management. Oversees monthly contract reporting, including usage, fiscal status, contract services or receivable status updates. Ensures timely contract renewals and oversees proactive renewal planning to prevent service gaps.

10 %	Develops and delivers briefings, presentations, dashboards, and reports to Administrative Services Division (ASD) leadership, chief financial officer (CFO), Technology Services Division (TSD) leadership, project teams, control agencies, and internal oversight bodies. Coordinates with Legal, Procurement, Information Security Office (ISO), Budgets, Accounting, HR, and technical subject matter experts to ensure accurate contract interpretation, fiscal monitoring, and operational alignment. Ensures clear communication of contract risks, recommended actions, and project dependencies. Ensures subordinate staff comply with policies, procedures and performance expectations. Facilitates staff training of Contract Management Function (CMF) workload, feedback and collaboration to achieve process improvements, conducts performance appraisals and any other supervisory actions needed. Reviews and implements policy or regulatory changes governing the acquisition of goods and services directed by control agencies. Updating department procurement policies and procedures in accordance with these changes.
%	

MARGINAL FUNCTIONS

5 %	Performs other duties as required to support department goals, including administrative reporting, participation in departmental initiatives, and special assignments.
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☒ Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Incumbent interprets and applies policies, guidelines, and industry best practices from a variety of sources, including the State Administrative Manual (SAM), State Contracting Manuals (SCM), Public Contract Code (PCC), Government Code (GC), California Code of Regulations (CCR), State Information Management Manual (SIMM), management memos, and DCSS and Department of General Services (DGS) and Department of Technology (CDT) policies and procedures. Failure to follow policies and guidelines may result in litigation or audit issues for DCSS. The incumbent exercises judgment in making decisions affecting various aspects of procurement and contract procedures, and contract management of IT goods and services. Poor judgment and decisions may result in audit findings, procurement delays, contract disputes, or fiscal impacts to departmental operations that can adversely affect the statewide program.

B. Personal Contacts:

Incumbent is expected to have daily contact with state staff, management, vendors, control agencies. Additionally, during normal duties, the IT Manager I is required to present to management, vendors, etc. It is important that the IT Manager I communicates in a professional and discreet manner ensuring confidentiality of information.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ Yes ☐ No

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	
B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.	
Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	