

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Information Technology Manager I	Mainframe Benefit Services Section Chief
NAME OF INCUMBENT:	POSITION NUMBER:
<i>Click here to enter text.</i>	280-350-1405-005
OFFICE/SECTION/UNIT:	SUPERVISOR'S NAME:
Mainframe Services Section/Mainframe Benefit Services	Jarrold Lockwood
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Application Services Division	Information Technology Manager II
BRANCH:	REVISION DATE:
Information Technology Branch	10/16/2026
Duties Based on: ☒ FT ☐ PT– Fraction _____ ☐ INT ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☒ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.)	
Day shift – 8:00 AM to 5:00 PM with occasional after-hours support.	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement: (Briefly describe the position's organizational setting and major functions)	
Under the general direction of the Mainframe Services Section Chief, the Information Technology (IT) Manager I provides leadership, direction, and coordination of work activities and resources for the Mainframe Benefit Services Section, of the Application Services Division (ASD), within the IT Branch of the Employment Development Department (EDD). This section is responsible for the Mainframe Applications in support of the Unemployment Insurance, Disability Insurance, Benefit Accounting and Employer Wage Reporting Systems. The incumbent demonstrates working knowledge of team leadership principles and practices. The incumbent is able to effectively apply this knowledge in managing teams that identify the root causes of production problems and then plans and implements appropriate technical solutions. The incumbent maintains regular and frequent communication with staff, subordinate managers, customers and other Information Technology (IT) professionals. The incumbent mentors and trains subordinate managers, and performs other duties as assigned. This includes exploring, developing, integrating, and implementing IT solutions that support the Department's delivery of service and presenting proposals and results to Executive Staff. The incumbent provides consultation and information to the other Divisions and Branches to assist in ensuring their activities are consistent with the Department's IT goals and supports the Department's overall direction. Additionally, the	

incumbent provides support for establishing policies, partnership agreements, and technological solutions that support integrated delivery of services and is a member of the Division's Senior Management Team.

The incumbent drives the team towards meeting ITB's strategic goals and objectives and contributes toward the growth of the Information Technology Branch into a customer-focused, service organization by following Branch cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

Percentage of Duties	Essential Functions
30%	Manages the activities and projects of the Mainframe Benefit Services Section. Conveys priorities and deadlines to subordinate managers who assign work items to staff accordingly. Monitors work efforts to completion as well as recognize issues and risks which will have an adverse effect on an expected outcome. Provides guidance to resolve issues and minimize/eliminate risk, escalating to appropriate levels when necessary. Ensures that all section supported systems, projects, and work processes are following control agencies' requirements by providing timely information, reports, and responses (Project Activity Lifecycle, Legislative Analysis, Statement of Work, contract, contract amendments, budget request, Special Project Reports, etc.). Directs staff in the development, documentation, and maintenance of EDD applications in accordance with the System Development Life Cycle (SDLC) and accepted/approved best practices and principles to solve and/or recommends automated solutions to the most complex business problems.
25%	Effectively and proactively mentors and coaches section's staff and management team to fulfill the Information Technology Branch succession plan strategies. Completes training plans, probation reports, and other personnel-related products in a timely manner, according to the EDD Personnel Management Handbook. Fosters a positive work environment and drives higher performance across the Section staff. Ensures an adequate level of trained, professional staff are present to fulfill services provided by the section. Ensures appropriate resources (staffing, equipment, consultants, funding for projects, etc.) are identified and acquired to ensure that work efforts are completed on time and within the allocated budget. Prepares and provides weekly status report to the Executive Management team.
20%	Manages the section's budget ensuring appropriate planning, acquisition, monitoring and tracking. Establishes and ensures compliance with processes, procedures, Code of Conduct, and administrative duties applicable in the Section/Division/Branch. Demonstrates knowledge on laws, rules, regulations, and policies including the State Administrative Manual and Statewide Information Management Manual which are relevant and applicable to their lines of business. Assists in the development -of policies, standards, procedures, and operational methods at a variety of levels. Ensures effective communication of the same to a range of stakeholders including staff, customers and Executive Management team.
20%	Ensures Section Chief, Division Chief, Executive Staff and others have appropriate information to make timely decisions. Provides Section Chief, Division Chief, Executive Staff, and others with advice and assistance on a broad range of technical issues and problems that affect organizations within the Branch and/or external organizations. Fosters strong partnerships with customers and stakeholders to ensure quality services to other Branches. Establishes and maintains good communication with management, staff, and customers.

Percentage of Duties	Marginal Functions	
5%	May act as Mainframe Services Section Chief in the Chief's absence. Performs other duties as assigned.	
4. WORK ENVIRONMENT (Choose all that apply)		
Standing: Occasionally - activity occurs < 33%	Sitting: Continuously - activity occurs > 66%	
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable - activity does not exist	
Lifting: Not Applicable - activity does not exist	Bending/Stooping: Occasionally - activity occurs < 33%	
Other: <i>Click here to enter text.</i>		
Type of Environment: ☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:		
Interaction with Customers: ☐ Required to work in the lobby ☐ Required to work at a public counter ☐ Required to assist customers on the phone ☐ Required to assist customers in person ☒ Other: Required to assist internal customers in person or by phone		
5. SUPERVISION EXERCISED: (List total per each classification of staff)		
2 IT Supervisor II; 5 IT Specialist II; 20 IT Specialist I; 6 IT Associates		
6. SIGNATURES		
Employee's Statement: <i>I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.</i>		
Employee's Name:		
Employee's Signature:		Date:
Supervisor's Statement: <i>I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.</i>		
Supervisor's Name: Jarrod Lockwood		
Supervisor's Signature:		Date:
7. HRSD USE ONLY		
Classification and Pay Group (CPG) Approval		
☒ Duties meet class specification and allocation guidelines.	CPG Analyst Initials	Date Approved
☐ Exceptional allocation, STD-625 on file.	FNB	10/19/2026
Reasonable Accommodation Unit use ONLY (completed after appointment, if needed) <i>If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

Civil Service Classification
Information Technology Manager I

Position Number
280-350-1405-005

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file