Duty Statement

Classification: **Information Technology Supervisor II**

Position Number: **275-811-1404-008**

HCM#: **8239**

Branch/Section: **Information Technology Services Branch / Enterprise Solutions Development Division / Business Application Support Services / Web & Accessibility Services Section / Web Site Services**

Location: **Sacramento, CA**

Working Title: **Website Services Supervisor**

Effective Date: **October 7, 2026**

Collective Bargaining Identifier (CBID): **S01**

Supervision Exercised: ☒ **Yes** ☐ **No**

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

The Information Technology Service Branch (ITSB) provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming development and maintenance team members, business development including business relations, business process improvement and project and portfolio team leaders. ITSB is committed to providing technical leadership, increased business alignment, talent, transparency, and accountability in support of all the CalPERS strategic business objectives.

The Enterprise Solutions Development Division (ESDD) is responsible for application architecture, application development and maintenance of custom business solutions, and integration with commercial off-the-shelf software. ESDD leads the major facets of the software development lifecycle including business analysis, user experience and interactive design, user research, development, and quality assurance for CalPERS systems, websites, and applications. ESDD leverages rapid application development techniques for implementing innovative solutions in support of enterprise operations and business needs.

Under general direction of the Information Technology (IT) Manager I the Information Technology Supervisor II (IT Sup II) is responsible for the leadership and supervision of the Web Site Services team. The IT Sup II has the authority to plan and carry out assignments using considerable judgment to achieve objectives, demonstrates strong team leadership and has expertise with team member direction and motivation. The IT Sup II position works primarily in the Software Engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS, and supervision of work. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members**.**

40% Onsite[1] and virtually, leads, supervises, and actively contributes to the technical work of the Web Site Services team. Serves as a technical expert and hands-on contributor for complex development and configuration efforts, including workflow automation, custom application development, integrations, and system upgrades. Assists team members in gathering requirements, use cases, traceability matrices, business process reengineering, business process modeling, specifications and other technical documents for web-based application design and development. Oversees and assists team members in facilitating joint application requirement sessions (JARS) and joint application development sessions (JADS) with customer representatives, developers, testers, and other technical team members, and actively participates in these sessions to ensure the customer's needs are being met. Evaluates requirements and proposes technical or functional solutions to ensure accuracy. Provides production implementation oversight for new and enhanced application implementations. Estimates effort required to develop technical documents to assist with the design and development of web-based applications. Identifies customer needs and performance issues, reassesses strategic goals, defines and manages reengineering opportunities and projects, controls risks, maximizes benefits, manages organizational changes, and implements new processes. Provides a framework for assessing reengineering projects from planning and goal setting to post-implementation review. Bridges communication gaps between business process design and implementation. Participates directly in design and code reviews, system testing, and troubleshooting of technical issues. Leads and contributes to major SharePoint and Drupal initiatives, including the implementation of new modules and integrations with enterprise systems. Supports development and maintains front-end components using HyperText Markup Language (HTML), Cascading Style Sheets (CSS), and JavaScript to support the organization's website, intranet, and custom applications. Supports and performs back-end development support using server-side technologies including Hypertext Preprocessor (PHP) and MariaDB. Supports the Software Development Life Cycle (SDLC) by utilizing tools such as Jenkins, GitHub, and Bitbucket for build automation, version control, and deployment.

25% Onsite and virtually, partners with business leadership to plan new joint initiatives and system updates with ESDD technical teams, prioritize projects and evaluate proposals. Manages tasks, tracks issues, and maintains technical documentation using ServiceNow, JIRA, and Confluence. Acts as liaison between technical groups and business leaders. Serves as point of contact for business leadership, providing a conduit for their interests and objectives, while equally serving as a channel of engagement and communications from ESDD to the respective business unit or area.

25% Onsite and virtually, provides advice, consultation and direction to system team members and maintains effective interaction. Analyzes requests for services and advises team leaders on impacts. Assists in project scheduling and prepares team leaders information reports. Conducts evaluations of team member performance. Motivates team members to sustain high performance. Determines the expected performance. Prepares Probation Reports and Performance Evaluations. Responsible for hiring, developing, and retaining a team member that assures an adequate level of specialized technical expertise to support current and future CalPERS' IT needs. Develops training plans to ensure that adequate training is provided to all team members to enhance their skills, knowledge, and the ability to maximize their performance on the job.

5% Onsite and virtually, performs business analysis work on most complex and sensitive assignments; gathers and documents requirements, use cases, business process reengineering, and business process models.

5% Onsite and virtually, may provide back-up relief to other team members in their absence. Performs other duties as assigned and appropriate for this classification.

Working Conditions

- [1] This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date**:

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date**: