STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

717-1405-018

Division: Information Systems Division	**Classification Title**: 1405 Information Technology Manager I
Branch: Enterprise Applications Branch	**Working Title**: IT Manager I
Unit: Enterprise Applications Branch	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 717-1405-018	**CBID/Bargaining Unit**: M01
Conflict of Interest Classification: Yes 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.	
Medical Evaluation: No	**Bilingual Language**: Unknown
Sensitive Position: No	**DMV Employee Pull Notice**: No
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: E	**Date Approved**: 05/04/2022

Direction Statement and General Description of Duties: Under general direction of the Information Technology Manager (ITM) II, the Information Technology Manager (ITM) I performs duties related to Business Technology Manager and IT Project Management including, but not limited to: Policy and Program Development, Budgeting, Procurement and Purchasing, Contract Administration, Asset Management, IT Strategic Planning, Communications Management, Human Resource Management, Cost Management, Portfolio Management, Planning, and Process Engineering/Reengineering. The ITM I serves as Technical Manager on internal projects and supports interdepartmental projects that interface with the Department of Motor Vehicles (DMV) core business applications. The ITM I is responsible for workforce and succession planning, IT budgeting and procurement, service performance management and strategic planning.

Percentage and Essential/Marginal Functions:	
30%	**(E)** Manage Applications Systems Development, Enhancements and Maintenance (E): Manages and directs the activities of the various projects to support department's core business applications. Through subordinate managers, oversees requirement analysis, design, technical specifications, coding, testing and implementation of new systems or enhancements to existing systems for the requesting program areas. Organizes staff workload to accommodate changing priorities and manage multiple assignments concurrently. Provides status reports to management.
25%	**(E)** Manages Projects (E): Serves as technical manager for projects impacting the DMV systems. Guides the development of plans and artifacts to obtain internal and external project approval. Controls allocated budgeted funds and staff resources to carry out projects. Provides managerial oversight for staff who support the systems to ensure projects are accomplished on schedule and within budget to the specification of business users. Ensure the required process for the project is supported and provides associated documents and approvals. Ensures compliance with the complete range of System Development Life Cycle (SDLC), Change Management, Enterprise Project Management, Workflow Framework, and similar processes and tools. Participates in vendor and consultant procurement and selection process. Assists with project risk analysis and project lessons learned collection and improvements. Prepares Post Implementation Evaluation Reports (PIER).
20%	**(E)** Strategic Planning (E): Facilitates IT strategic planning and sessions. Promotes the department’s strategic plans with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost effective IT services, and solutions for our business partners. Formulates, reviews, analyzes and provides guidance on legislative bill analysis and evaluates impact to systems and resources. Creates and provides policy and procedural guidelines to subordinate staff and user to ensure compliance and State regulations, policies, procedures relative to planning and administering IT projects and activities. Advises and provides recommendation to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements.
10%	**(E)**

	Communication and Working Relationships (E): Develops and maintains effective communication and working relationships within the department, governmental entities, commercial organizations and outside stakeholders. Assumes required public contact with groups, vendors, and individuals. Represents the department and communicates at meetings and conferences.
10%	**(E)** Administrative (E): Ensures subordinate staff comply with all of the Department's policies, office standard operating procedures and protocols. Monitors and evaluates performance for productivity capability and development. Resolves discipline and grievance issues. Makes decisions and recommendations concerning personnel hiring and training. Participates in workforce planning, budgeting, and succession planning.
5%	**(M)** Miscellaneous (M): Performs other job-related duties as required.

Supervision Received: The ITM I works under the general direction of the ITM II.
Supervision Exercised and Staff Numbers: ITM I manages staff which could include the classifications of IT Associate, IT Specialist I and IT Specialist II. Provides general administrative direction concerning assignments. Demonstrates leadership in identifying new issues, techniques and opportunities. Demonstrates project leadership. Manages the most sensitive issues.
Physical Requirements: Works in an office setting in artificial light and temperature control. Sits in a cubicle, primarily sedentary for extended periods of time. Operates a personal computer, telephone, fax machine, copier and other office equipment. Incumbent gives presentations and participates in meetings, conferences and workshops. Communicates with internal and external customers via e-mail, telephone or in person. Attends meetings on HQ campus and off campus.
Special Requirements: Proficient managerial or supervisory skills. Experience in effectively planning, organizing, directing, delegating and supervising complex work of a multidisciplinary staff. Experience with contract/vendor management. Experience in the area project management and SDLC methodologies. Positive attitude and highly motivated. Experience delivering services with a focus on excellent customer service. Ability to analyze information and make decisions in a competent and timely manner. Ability to communicate effectively verbally and in writing, to draft reports, develop and present

presentations as required. Ability to organize workload to accommodate changing priorities and effectively manage multiple assignments concurrently. Possesses effective interpersonal and leadership qualities with the ability to build valuable internal and external relationships with a wide variety of people. Personnel with responsibilities that include Operations functions, such as patching systems for security and/or performance, will comply with all policies, procedures, and standards for operational effectiveness. Adhere to departmental standards for data back-up, recovery, integrity, control, and management.
Personal Contacts: Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, e-mail, in person and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight and lead individuals or groups. Interactions may be general, confidential, sensitive or informative in nature.

EMPLOYEE ACKNOWLEDGMENT

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 the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE