DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
CUSTOMER SERVICES BRANCH
MEMBER OFFICES DIVISION

JOB TITLE: Information Technology Manager I
Web Projects & Content Management

POSITION NUMBER: 156-1405-015

EFFECTIVE DATE:

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general direction of the Information Technology Manager II (ITM II) of the Web Content and Production Services section, the Information Technology Manager I successfully plans, organizes, directs and provides leadership, supervision, guidance, mentoring and support for all activities associated with customer relationship management, service management, and IT consulting and support of major computer systems and services critical to the support and business functions of the California State Legislature's member offices and the Office of Legislative Counsel.

The Web Projects and Content Management section is responsible for maintaining legislative web content and publishing services that support Member Offices and provide public access to legislative information for the Assembly, Senate, and Office of Legislative Counsel. The team is comprised of multi-disciplinary information technology staff who support public-facing and internal web platforms, content management services, quality control activities, and live and on-demand video streaming services. The team also supports ADA compliance efforts for legislative websites, applications, videos, and public-facing documents to ensure accessibility requirements are met across legislative websites.

The team supports a high volume of operational requests, training activities, project work, and testing efforts related to system upgrades, security patches, accessibility compliance, and web enhancements across hundreds of public and internal websites. In addition to day-to-day web operations and customer support services, the team is responsible for project coordination and delivery, testing and quality control processes, implementing process improvements, coordinating training activities, managing vendor relationships and contracts, and participating in product and solution evaluations. This work requires ongoing coordination with technical teams, business partners, committee offices, caucus offices, and external vendors to ensure websites and applications remain accurate, accessible, secure, and operational. The work is highly visible and time-sensitive, often involving competing priorities and compressed timelines where delays or errors can directly impact legislative operations, public access to information, and customer confidence.

The section is also responsible for coordinating election-related activities supporting incoming and departing legislators. These responsibilities include managing elections timelines, coordinating member transitions, asset retrieval and deployment, operational readiness, and support for high-visibility events

such as swearing-in ceremonies. This work requires close coordination with Assembly Rules, Senate Rules, Member Offices, and multiple Legislative Data Center (LDC) teams to ensure timely execution, effective communication and continuity of services during critical legislative transitions.

Information Technology Domains:

Legislative Technology Consultants:	Moderate skills
Applications Services:	Moderate skills
Information Security:	Moderate skills
Systems Infrastructure:	Moderate skills
Network Infrastructure:	Moderate skills
Business Technology Management:	Critical skills
Client Services:	Critical skills
Project Management:	Critical skills

ESSENTIAL FUNCTIONS

60% Leadership/Management

- Identifies, establishes, and maintains relationships with key Information Technology stakeholders to assure effective communication takes place on business requirements, operational and project objectives and issues related to the most complex Legislative Information Technology products and services.
- Oversees coordination of priorities and assignments for the Web Projects and Content Management Section, coordinating and monitoring all operational, project activities and planned activities for the supported web applications.
- Oversees the Web Projects and Content Management Section to ensure all time frame and cost estimates are met and that all sponsors and stakeholders are informed of plans, progress, and issues.
- Creates a high-performance environment at the LDC and within service and project teams to ensure the highest quality information technology solutions are developed that meet the business objectives of LDC's customers.
- Oversees the implementation of new or enhanced legislative websites and applications, including coordination with the Legislature.
- Provides general direction to team leaders on major service developments and project assignments; monitors project progress to ensure milestones are met and deliverables meet service and project objectives and requirements. Provides status to LDC management and Information Technology stakeholders.
- Assists in the definition and development of policy, missions, goals, plans, and objectives of the Member Offices Division as well as provide consultative support to other units within the agency and the Legislature.
- Ability to adjust rapidly to new situations warranting attention and resolution; be open to change and having the ability to adapt behavior and work methods in response to new information, changing conditions, unexpected obstacles or changing priorities.

20% Supervision, Evaluation and Training staff

- Reviews recruitment procedures, hiring plans, staff development plans, develops and reviews performance reports, appointment documents, staff advancement, and Merit Salary Adjustments for appropriateness of action and adherence to departmental hiring, Equal Employment Opportunity, and other policies. Conducts performance appraisals and prepares requisite evaluation reports.
- Mentors subordinate staff on issues of project management, personnel resourcing, scheduling, budget, and communications with executive sponsors, project stakeholders, Office of Legislative Counsel executives and the Senate and Assembly Rules Committees.
- Supervises, evaluates, and trains subordinate staff. Facilitates collaboration amongst the section teams to identify common need and shared technology solutions and processes that align with the agency and Legislative customer business goals.
- Manages preventive, corrective and formal disciplinary action and supervisory problems in accordance with State and departmental policies, practices, and procedures.

10% Consultation

- Reviews and evaluates business proposals for overall soundness of business analysis, comprehensiveness of alternative analysis and of sound IT applications meeting business requirements of the California Legislature.
- Works with internal technical teams to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluates proposals for new/enhanced web technology application functions and services requested by the Office of Legislative Counsel, Senate/Assembly Rules and/or Legislature and make appropriate recommendations and/or decisions.
- Reviews and/or participates in the evaluation of new technologies that potentially improve staff productivity or provide a means to better meet the needs of the Legislative offices.
- Serves in a consultative capacity to agency executives and the Senate and Assembly Rules Committees and the Office of Legislative Counsel.

10% Operational Services and Project Management

- Exercises overall direction of assignments and operational projects by coordinating and monitoring project and operational activities, participants, and stakeholders.
- Plans, organizes, directs, and controls the activities of the team members, other LDC staff and consultants to assist with operational services and project activities.
- Oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking.
- Keeps all stakeholders informed of plans, progress and issues while ensuring that all time frames and cost estimates are met.
- Prepares formal progress reports.

WORK ENVIRONMENT REQUIREMENTS

- Core business hours are 8 am – 5 pm. Schedule may be adjusted and is contingent upon business needs.
- The incumbent must carry a mobile device during core business hours and off-shift hours; evenings, weekends, and State Holidays for the ability to respond to calls after hours and lead multi-disciplinary IT professional teams in organizing, analyzing, troubleshooting and resolving IT problems.
- The incumbent uses secured LDC virtual private network technologies from off-site locations to access LDC's applications/systems to perform job duties outside of standard business hours. Occasional travel may be required.
- Frequent sitting, standing, keyboarding, and use of mouse.

Supervision Received:

- The incumbent reports directly to the ITM II over the Web Content and Production Services section within the Member Offices Division. Assignments will be made by the ITM II and will be general in nature, accompanied by any special constraints and/or requirements. The incumbent will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

- The incumbent demonstrates initiative, independence of action, originality, tact and exercises sound judgement that recognizes the best interests of the State of California, the Office of Legislative Counsel and our Senate and Assembly customers. The incumbent provides recommendations to the LDC executives and management. The incumbent is responsible for the programs, projects and staff decisions and actions under its purview.
- The incumbent is responsible for extensive knowledge of IT policy, standards, processes, procedures and working with the Legislative customers and internal IT teams to identify business problems, opportunities and solutions to advance business programs and services.
- The incumbent must demonstrate consistency providing excellent customer service.
- The consequence of poor decision, judgement or advice, or inadequate research may have a negative or serious impact on the reputation of the LDC and customer confidence levels. The quality of the services is very critical; risks to the California Legislators and the agency are extreme due to the political nature of the customers.

Personal Contacts:

- The incumbent will work closely with Senate and Assembly Rules executive staff, Office of Legislative Counsel executives, all LDC management, technical, operations, and administrative personnel, with the vendor community, and other public agencies.
- The incumbent must develop and maintain strong working relationships with executives, management, Legislative customers, peers and staff.
- The incumbent designs, develops and presents visual presentations to inform LDC management of issues, status, system features and proposals.

Administrative Responsibilities:

- The incumbent is responsible for planning, budgeting and tracking of operations and projects.
- The incumbent manages recruiting, selecting, placement and development of section personnel. The incumbent oversees vendor and consultant contractors.

Supervision Exercised:

- The incumbent directly supervises a team of Information Technology professionals at all levels.
- The incumbent will have full management responsibility for the staff and activities of the Web Projects and Content Management section to coordinate and achieve the goals and objectives.

I have discussed with my manager the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

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Employee's Signature Date