State of California
Department of Pesticide Regulation
POSITION DUTY STATEMENT
DPR-217 (Rev. 02/26)

Classification	**Position Number**	**Location**
Information Technology Supervisor II	814-300-1404-285	Sacramento (Headquarters)
Division/Branch	**Supervisor's Classification**	**Collective Bargaining Identification Designation (CBID)**
Office of Technology Services/ Information Technology Branch	Information Technology Manager I	S01
Conflict of Interest Disclosure: ☒ **Yes** ☐ **No**	**Incumbent (If filled)** VACANT	

☐ **Job requires driving automobile**: In this position, the incumbent may, as needed, drive a state vehicle for work purposes. (Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES (Check One) ☐ **Managerial** ☒ **Supervisory** ☐ **Lead Person** ☐ **None**

Direct Supervision Exercised:		**Indirect Supervision Exercised:**	
No. of Employees	**Classification Title**	**No. of Employees**	**Classification Title**
3	Information Technology Specialist I		

I have read and discussed these duties with my supervisor.

Employee Signature	Date

I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date

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Description of Duties ***(Attach additional sheets, if necessary, and identify position information)***

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
	Under the general direction of the Information Technology Manager I, the Information Technology Supervisor II in the Information Technology Branch (ITB) has supervisory responsibilities and provides technical leadership and management of the development, maintenance, and operation of DPR's Security Operation Center (SOC). The IT Sup II is responsible for ensuring protection of DPR's information assets and compliance with State and DPR's information security policies and standards. The activities include, but are not limited to, Information Security Policy and Standard Implementation, Information Security Awareness Program Development, Continuous Information Security Monitoring and Response, Vulnerability Management, and Security Solution Management and Implementation. The IT Sup II serves as the senior technical advisor to DPR's Information Security Officer (ISO), Chief Technology Officer (CTO), and Chief Information Officer (CIO). Develops system architecture for information security enforcement and monitoring systems. Participates in security investigations as directed by the ISO, CTO, or CIO. The IT Sup II will work collaboratively with different teams within ITB, agency ISO and representatives, State Security officials, Vendors, and other DPR Branch staff to complete work assignments and manage IT security projects. This position supports the following IT domains: Information Security Engineering, **ESSENTIAL FUNCTIONS:**
35%	Manages SOC, which is responsible for both engineering new security systems, as well as providing operational security. Ensures the confidentiality, integrity, and availability of all DPR systems and support DPR end users. Leads planning, installation, and testing of hardware and software security systems (e.g., new versions, products, and patches) to provide increased capabilities and meet business needs using commercial and custom tools, documentation, and technical knowledge. Works effectively with vendors and third-party service providers to ensure compliance with licensing, warranty, and support requirements. Monitors operational effectiveness of deployed systems. Leads security event responses and investigation, security incident reporting and documentation, root cause analysis, evaluation, solution development, and implementation of appropriate resolutions and recovery efforts. Monitors system utilization to determine capacity needs and develops plans to meet future needs. Analyzes the impact of changes in system utilization and performance to ensure security systems continue to operate according to business requirements. Supports development of and exercises for disaster recovery plans and procedures. Work with ISO to establish and report information security metrics consistent with State requirements.
35%	Serves as the Senior Technical Architect for DPR systems. Researches and proposes technical security solutions for DPR's most complex business needs. Advises business and technical managers on the advantages and disadvantages of employing new and alternative technologies. Participates in

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	feasibility studies and supports associated procurements by writing justifications, technical requirements, and statements of work. Acts as project manager for security technology installations, upgrades, and replacements to coordinate diverse job functions and activities to deliver integrated technical solutions. Uses technical, project management, communications, and analytical skills to lead interdisciplinary project teams. Creates and manages project schedules, assigns resources, estimates task durations, determines dependencies and critical paths, and manages risks impacting project completion on time and within budget. Develops new technical processes and techniques, drawing from the latest security industry trends and developments. Leads efforts to continuously improve processes. Writes and updates information security policies and ensures compatibility with statewide and federal information security standards. Works collaboratively with DPR management, project managers, developers, and program managers and staff to gather and elaborate technical requirements and future information security needs.
25%	Supervises staff and evaluates employee performance and conduct, enabling the effective recommendation of the hiring, promoting, and disciplining of subordinates using technical knowledge, communication skills, job specifications, knowledge of employees' skills and abilities, job performance, and accomplishments as needed. Leads, trains, and mentors new and existing staff; prepares probationary reports and performance appraisals; monitors work performance; prepares ongoing staff development plans; establishes work rules and procedures between functional units; evaluates and guides staff when performance issues develop. Analyzes work methods and procedures according to established technical, professional, and administrative standards to revise and update them using technical knowledge, documentation, business requirements, writing skills, etc. Establishes schedules and priorities for all work efforts. Ensures staff adequately coordinate activities and deliver high-quality services to achieve DPR's objectives**.**
5%	**MARGINAL FUNCTIONS:** Serves as DPR's Backup ISO and technical representative to agency-wide and state-wide information security workgroups. Participates in professional development and training, staying abreast of current and emerging technology trends. Creates and hosts presentations as needed. Establishes and maintains open and interactive communications with departmental management, peers, and line staff in all aspects of current and emerging IT security related technology. Performs other duties as assigned within the scope of the classification. **PROFESSIONAL ATTRIBUTES:** In addition to the above, the incumbent must possess the ability to; Contribute and participate in positive teambuilding efforts and customer relations through quality service; use resources effectively in meeting and exceeding customer quality of service expectations, delivering services that are innovative and sensitive to customer needs; attend division and departmental meetings as

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	required. In a team environment, respond dynamically to service responsibilities and work cooperatively with staff in providing coverage in the absence of other team members. Abide by work rules, accept constructive criticism, and maintain cordial, effective professional working relationships with all those contacted during the course of work. **WORKING CONDITIONS:** Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet. May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities. Occasional statewide travel on short notice may be required to support regional office locations. Travel may require overnight stays, driving, and flying. **CRITICAL JOB COMPETENCIES:** **Communication:** Facilitates open exchange of ideas and opinions; actively listens; effectively uses email to communicate with customers and co-workers; makes clear and convincing oral presentations to individuals or groups; informs, persuades, builds consensus; selects and uses appropriate communication approach. **Self-Motivation:** Demonstrates a bias toward optimism and maintains sense of humor; views mistakes as opportunities for growth/positive learning experiences. **Flexibility/Adaptability:** Readily integrates changes midstream into work processes and outputs; demonstrates openness to new organizational structures, procedures, and technology; shifts gears comfortably. **Teamwork:** Facilitates and maintains cooperative working relationships; works toward accomplishment of group goals; values and encourages the input and expertise of others; fosters commitment, team spirit, pride, and trust. **Technical Credibility:** Understands and appropriately applies procedures, requirements, policies, and technology; possesses up-to-date knowledge in the profession, and accesses other expert resources when appropriate. **Customer Service Orientation:** Maintains cordial, effective professional working relationships with all those contacted during the course of work; readily adjusts priorities in response to changing client needs; balances the interests of a variety of clients; puts in place systems and processes to ensure clients receive high quality information, that their feedback is acted upon, and that their complaints are handled effectively. Develops trust and credibility with the client.

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	Leadership: Leads by example; communicates and inspires energy and enthusiasm for the work; responds to changing circumstances while remaining committed to the department's vision, mission, values, and goals; facilitates acceptance and implementation of change, even if ambivalent. **Political Acumen:** Identifies the internal and external politics that impact the work of the organization; considers a broad range of internal and external factors (big picture) when solving problems and making decisions; in taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.