Office of Legislative Counsel
925 L Street
Sacramento, CA 95814-3702

Duty Statement
Office of Legislative Counsel
Legislative Data Center
Customer Service Branch
Chamber and Committee Division

Job Title: Information Technology Manager I
Audiovisual Services Manager

Position Number: 430-156-1405-014

Effective Date: November XX, 2026

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the general direction of the Deputy Director (CEA) of the Chamber and Committee Division, the Information Technology Manager I (ITM I) assumes both tactical and strategic responsibility to plan, organize, coordinate, and direct the business activities of the Audiovisual Services (AV) team in support of the California State Legislature. The incumbent provides oversight, leadership, supervision, guidance, mentoring, and support for staff that provide Audiovisual support for the Legislature, conducting transparent, reliable, and uninterrupted legislative business operations. The Legislative Data Center (LDC) AV team provides support for the Assembly's broadcast and hearing production operations, as well as the Senate's live streaming and video on demand (VOD) infrastructure. This includes maintenance and operation of studio facilities, production control rooms, chamber audiovisual systems, and remote hearings to ensure reliable capture, transmission, editing, and archival of all legislative proceedings. The Audiovisual Services team is responsible for real-time, mission-critical support during Floor Session, committee hearings, statewide remote hearings, and emergency communications. The LDC AV team's responsibilities are tied directly to statutory transparency requirements, public broadcast obligations, and the operational continuity of the legislative process. This detailed work ensures the Legislature can function, be seen, be heard, and meet its constitutional and public-facing responsibilities. The incumbent's responsibilities have an extreme impact on the business success of the LDC.

Information Technology Domains:

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

Essential Functions:

60% Management/Leadership

- Defines, implements, and executes standards, monitors the performance of services of the Audiovisual Services for the Legislature to ensure that established service levels are achieved and maintained, and takes action to remediate the most complex issues.
- Develops strategies to improve efficiencies and standardize customer support models. Develops and implements strategies required to provide customer leadership and LDC management with a central point of contact for assistance, requests, and resolution of problems.
- Provides oversight to staff performing first and second-level technical support, including after-hours, and on-site support for the California State Legislature.
- Plans and coordinates the activities of staff responsible for providing Audiovisual support for the Legislature, conducting transparent, reliable, and uninterrupted legislative business Plans and administers program enhancements for improved customer service.
- Collaborates across the Office of Legislative Counsel (OLC) to coordinate resources that directly and/or indirectly support the overall information technology operational work and project activities supporting the legislative process.
- Develops and adheres to standards and procedures supporting our customers' legislative business.
- Develops a high-performance work environment to encourage staff development and improved customer services.
- Provides general direction to team leaders on major service developments and project assignments; monitors project progress and development 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 Audiovisual Support Team and Chamber and Committee Division.

30% Evaluation and Training Subordinate Staff

- Reviews recruitment procedures, hiring plans, and staff development plans for onboarding and continual career development.
- Recruits, hires, trains, and supervises staff resources to provide the information technology solutions and services requested by the legislature to meet its business needs.
- Adheres to departmental hiring, EEO, and other OLC policies.
- Motivates staff to apply cross-training techniques to gain organizational experience, skills, and good working relationships.
- Conducts employee performance reviews, develops and implements training plans.

- Consults with subordinate staff on issues of preventive, corrective, and formal disciplinary action in accordance with State and departmental policies, practices, and procedures.
- Mentors subordinate staff on issues of operational and project management, personnel resourcing, scheduling, and communications with LDC management, Legislative and Committee Offices, and 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

- Consults with high-ranking Legislative Offices, executive management, and Legislature support organizations to provide status updates, report Audiovisual issues and/or outages, and make recommendations adhering to the guidelines and procedures set forth to support the State Legislature.
- Reviews business proposals for overall soundness of analysis, comprehensiveness of alternative analysis, and appropriateness of technology selected to meet the business needs of Legislative Offices.
- Evaluates proposals for new and/or enhanced information technology services requested by Legislative Offices and make appropriate recommendations and/or decisions.
- Evaluates operational system performance and initiates actions as required to ensure continued effectiveness to meet the information technology needs of the Legislative Offices including Senate and Assembly Rules Committees.

Working Environment Requirements:

- Uses computers and mobile devices such as tablets and mobile phones to perform duties
- Carries a mobile device during work hours and off-shift, works evenings, weekends and State Holidays as required.
- Uses highly secured LDC virtual private network technologies from off-site locations to access LDC's applications or systems to perform job duties outside of standard business hours.
- Frequent sitting, standing, walking, keyboarding, and use of mouse.
- Office workspace area is in a temperature controlled office building. Some travel between offices located in the downtown Sacramento area will require walking within several blocks. Possible traveling to remote locations within California as needed for remote support.

Working Hours:

- The typical workday is 8:00 a.m. to 5:00 p.m. However, work hours may involve working extended hours, evenings and weekends as needed based on legislative deadlines and business needs.

Personal Contacts:

- Works closely with internal LDC teams, Senate and Assembly Rules executive staff, Legislative staff, all LDC management, technical, operations, and administrative personnel, and with the vendor community.
- Establishes and maintains strong working relationships with executives, management, peers, staff and legislative customers.

Administrative Responsibilities:

- Is responsible for planning, budgeting and tracking of operations and projects for the Audiovisual Section.
- Manages the recruitment, selection, placement and development of section personnel.
- Oversees vendor and consultant contractors.

Supervision Exercised:

- Has full supervision responsibility for the staff and activities of the Audiovisual Section to coordinate activities and achieve established goals and objectives

Knowledge, Skills, and Abilities Required:

Knowledge of:

- Business and management principles involved in planning, resource allocation, leadership techniques, and coordination of people and resources.
- Contract administration practices to ensure provisions are met by vendors, consultants, or contractors.
- Current teaching and training methods and techniques to instruct customers on the use of business applications and technologies.
- Customer service and support practices to provide the levels and types of services required to meet Legislative Audiovisual business needs.
- Hardware and software supported by LDC to assist in determining the hardware and software requirements for new legislative customer requests.
- Human behavior and motivation techniques to create a high-performance work environment and encourage positive working relationships with all levels of the organization and cross-functional teams.
- Information technology concepts, best practices, methods, and principles that support legislative business solutions and decision-making.
- Legislative environment and legislative process, including the legislative calendar and deadlines, to provide effective information technology services and solutions.
- OLC Vision, Mission, Values, organizational structure, policies, processes, procedures, rules, and regulations.
- Policy formulations and recommendations for executive management.
- Principles and practices of organization, administration, human resources, and budget management.
- Project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur and apply risk management practices to

mitigate the risk of failure of projects.
- Public administration and organizational principles to coordinate and prioritize all incoming legislative requests effectively and meet deadlines.
- State personnel practices to effectively perform personnel administration of staff resources.
- Testing methods and procedures to oversee test plans that validate the functional and performance criteria required to meet Legislative and Committee Offices' information system requirements and the information technology environment for projects.

Skills and Ability to:

- Act as an advisor to executive management, managers, supervisors, colleagues, team members, Legislative and Committee Offices.
- Advise management on formulating IT strategy, policy, and governance throughout the organization and enterprise-wide.
- Analyze data and situations, reason logically and creatively, draw valid conclusions, develop practical solutions, and use a variety of analytical techniques to resolve problems.
- Communicate effectively with internal and external stakeholders to gather accurate information required for problem determination and resolution.
- Communicate well, both oral and written, with legislative stakeholders, executive management, managers, supervisors, colleagues, team members, contractors, and vendors to include effective presentations.
- Create a high-performance work environment and perform effectively with cross-functional teams to meet goals and objectives.
- Demonstrate executive countenance and confidence required to arrive at decisions.
- Effectively lead and mentor peers and team members, sharing information and knowledge in a variety of legislative processes, applications, and associated hardware.
- Efficiently and effectively manage time and resources allocated to complete program, project, and operational assignments.
- Establish and maintain a strong cooperative and collaborative working relationship with agency executives, management, customers, and vendors that culminates in successfully meeting customers' expectations of products and services.
- Exercise discretion when confronted with strong pressures for and exposure to disclose confidential information because of the partisan nature of the Legislature.
- Exercise sound fiscal responsibility to adhere to the OLC's fiscal guidelines, regulations, principles, and standards when committing resources for program, project, or operational support.
- Highly skilled in planning, organizing, and directing staff resources to meet critical deadlines on projects and requests.
- Learn, interpret, and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Listen, discern, and constructively summarize subtle and sensitive communications from legislative staff in a partisan political environment.
- Organize and monitor service request workloads to ensure timely and accurate delivery and completion of requests.

- Quickly adapt to program, project, and operational priority changes by being flexible in shifting schedules, milestones, resources, or competing priorities.
- Think tactically and strategically to provide information technology solutions and services to meet customers' business needs.
- Write clear and concise problem analyses, operations procedures, and training manuals to fully document Legislative and Committee customers' business requirements and needs.

Professional Attributes:

Demonstrates a consistent team orientation, ensures quality of service, and uses resources effectively to meet and exceed customer service expectations.

I have discussed with my supervisor 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.

_____ _____

Signature of Employee Date