OFFICE OF THE STATE CONTROLLER

DUTY STATEMENT

EMPLOYEE NAME	**DIVISION** Information Systems
CLASSIFICATION TITLE Information Technology Supervisor II	**UNIT NAME - LOCATION** Unclaimed Property Division Service Desk – (TP) The Park
WORKING TITLE Service Desk Supervisor	**POSITION NUMBER** 051-340-1404-019
Information Technology Domain Client Services	**EFFECTIVE DATE** October 19, 2026

SECTION A: GENERAL DESCRIPTION

Under general direction of the Information Technology Manager I in the Information Systems Division (ISD) the incumbent will take day-to-day direction from the Unclaimed Property Division (UPD) Division Chief and/or Assistant Division Chief on workload needs and requests and will function at the full supervisory level and is responsible for supervising, planning, organizing, directing, coordinating, and reviewing the activities and workload of the Unclaimed Property Division Service Desk (UPDSD) staff and may occasionally perform the most difficult or sensitive work. The incumbent directly or indirectly supervises all lower level information technology and support staff performing work in any domain or combination of domains. This includes helpdesk support; application maintenance; implementation of projects and modifications to existing and future processes; coordination of change management; communicating changes and implementation; project management support and operational analyses.

The incumbent will manage vendor technology and non-technology contracts, serve as the liaison between the ISD and UPD with all vendors and contractors, ensure oversight and adequate project management for overall effectiveness, prepare budget to provide for procurement of information technology and contract needs, direct and allocate resources to ensure the mandates of the UPD are discharged efficiently.

SECTION B: ESSENTIAL FUNCTIONS

Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.

Percentage of

Time Spent	Typical Task
45%	**Section Administration** Lead and direct the activities of UPDSD staff responsible for providing Helpdesk Support, Application Change Management, IT Project Management & Support, SQL Server Database & Report Support, Asset Management and SharePoint Administration for UPD. Allocate UPDSD staff to support ISD Projects to support SCO priorities. Conduct staff performance analyses, authoring probation and annual performance reports in accordance with scheduling provided by the ISD Personnel Liaison Office (PLO), State Controller's Office of Human Resources (SCO HR) or the California Department of Human Resources (CalHR). Conduct staff recruitment and development, including training plans to support division needs in accordance with procedures provided by the PLO, SCO HR or CalHR. Administer information technology policies and programs in accordance with industry best practices, standards and Information Security Office (ISO) guidelines. Independently confer with all levels of management in the ISD, UPD and with personnel in other units and departments as well as outside organizations to support the divisions' technology needs. Identify, document, and monitor defined service levels and performance management standards to best support division needs and priorities. Allocate IT resources to best support division needs and priorities. Identify technology needs and coordinate procurement to support division objectives. Analyze, identify and resolve IT policy needs to best support division priorities. Provide web-publishing oversight for the Division, to include overseeing the maintenance of the internal Controller's Office intranet (COIN) for specific UPD web pages.

	Coordinate with ISD and UPD staff along with the needs assessment, development, and maintenance of new and existing computer applications essential to the UPD program. Consult with ISD areas regarding PC, Unclaimed Property Solutions such as UPS2000 application updates, Management Systems or mainframe applications requiring interface with SCO support systems to identify system issues. Coordinate with various ISD bureaus on major upgrades of PC and LAN equipment and software; provide guidance and technological information to division management to determine the most effective and least disruptive means to implement major upgrades and maintenance. Provide leadership and guidance to managers and supervisors regarding information security, computer access and use, business continuity planning, and communications. Act as the division's Security Officer in determining information and physical security needs, and ensures program staff and managers are trained in information security guidelines and policies, all in collaboration with the ISO. Directly oversee the activities and workload of project team members from other division areas, including overseeing developing the project scope, plans, guides, the day-today activities and the development of project documentation.
45%	**Project & Team Management** Act as the IT Project Sponsor or Project Manager (PM) for division projects. This includes developing the project scope; plans, guides, and overseeing the day-to-day activities; develop PM documents and work plans, and communicate on project progress, changes, costs and risks. Support project management initiatives either as a function of the IT governance process, or as needed upon request. Perform activities as the program PM liaison between the ISD and UPD.

	Schedule and facilitate project status meetings ensuring status of changes is communicated to the stakeholders, steering committee and executive management. Perform activities as the program PM with ISD; manage the changes to the program to ensure successful implementation. Present and report project status risks and issues to the steering committee and executive management.
10%	**IT Budget, Contract and Procurement Management** Participate in vendor/product solution evaluation and selection as the technical representative. Develop, manage and monitor the UPD's IT budget to ensure appropriate procurement of hardware and software in collaboration with ISD's Compliance and Asset Management Unit (CAMU). Manage and monitor non-technology contracts related to the UPD's operations. Ensure vendors are complying with the terms, conditions, and service level agreements of the contract. Resolve and communicate any concerns with non-compliance or non-performance with executive management. Provide and coordinate technology-related training for the Division.

SECTION C: NON-ESSENTIAL FUNCTIONS

%	None

SECTION D: ADA REQUIREMENT

Alternative will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

SECTION E: KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

2. Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to:

1. Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

2. Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance

requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

The incumbent must exercise good judgment in providing assistance, consultation, and communication to all levels of staff, and follows established IT policies and procedures to ensure standardization and continuity of service delivery. Failure to properly administer duties using good judgment, logic, and discretion may jeopardize the successful implementation of major departmental efforts. Additionally, this may result in poorly performing or unusable technology, systems, and applications consequently preventing UPD end users from effectively performing their duties.

SECTION G: PERSONAL CONTACT

The Information Technology Supervisor II will independently confer with all levels of management in the ISD and UPD on a daily basis. The Information Technology Supervisor II will also consult with personnel in other units and departments as well as outside organizations.

SECTION H: WORK ENVIRONMENT

While at the base of operation, employees will work in a climate-controlled office under artificial lighting. When traveling, the incumbent may be subject to the elements of the destination.

SECTION I: PHYSICAL REQUIREMENTS

Check the frequency of activity required of the employee to perform the job				
Activity (Hours per day)	Never (0 Hours)	Occasionally (up to 3 hours)	Frequently (3 to 6 hours)	Constantly (6 to 8 hours)
Sitting				X
Walking			X	
Standing			X	
Bending (neck/waist)		X		

Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		x		
Twisting (neck/waist)		X		
Is repetitive use of hand(s) required?				X
Simple Grasping (R or L)				X
Power Grasping (R or L)				X
Fine Manipulation (R or L)				X
Pushing/Pulling (R or L)				X
Reaching (above/below shoulder level)				X
Lifting/Carrying	Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job.			

SECTION J: SIGNATURE

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

_____ _____
Employee Signature Date

I have discussed and provided a copy of this duty statement to the employee named above.

_____ _____
Supervisor Signature Date