STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 052 CURRENT

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Information Technology Section/Technical Services Group	Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Information Technology Supervisor II	S01	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-041-1404-008	10/08/2026			

DESIGNATED POSITION FOR CONFLICT OF INTEREST	CONFIDENTIAL DESIGNATION	FOR SELECTION STANDARDS AND EXAMINATIONS SECTION USE ONLY	
		APPROVED BY	DATE
☐ YES ☑ NO	☐ YES ☑ NO		

FUNCTION OF POSITION

Under the general direction of the Information Technology Manager I, the Information Technology Supervisor II is responsible for ensuring timely response, quality of service, and delivery of information technology (IT) support services to customers through general supervision of staff; coordinating staff activities; monitoring hardware and software upgrades; evaluating security risks and updating environment to mitigate risks; budget planning; activity scheduling; project delivery; staff hiring and training; providing after-hours support; attending meetings; developing statements of work; and coordinating IT initiatives with the California Department of Technology for the Information Technology Section/Technical Services Group (TSG).

SUPERVISION RECEIVED

The Information Technology Supervisor II reports directly to and receives the majority of their assignments from the Information Technology Manager I. However, direction and assignments may also come from the Information Technology Manager II.

SUPERVISION EXERCISED

The Information Technology Supervisor II provides direction to eight Information Technology Specialist Is.

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	Essential Functions
25%	Business Technology Management: The IT Supervisor II serves as a technical supervisor for the TSG by providing technical leadership, direction, and assistance to team members. Provides strong leadership and management team experience demonstrating an ability to create a clear vision, set goals and expectations, and exercise sound judgment in developing and managing enterprise IT projects and systems. Develops work breakdown structures and resource assignments to meet ongoing activity and project needs. Communicates IT policies and procedures, tools, techniques, and best practices related to IT projects and helps ensure they comply with State and departmental requirements and standards. Ensures staff have the necessary resources for completing assignments and projects and monitors the progress of assignments to ensure accuracy and timely completion. Meets with the user community to proactively understand the needs of the organization to provide the hardware and software solutions needed to effectively achieve the mission of the organization.
25%	Information Technology Project Management: The IT Supervisor II supervises complex and technical projects and functions as an advocate for TSG customers toward the delivery of IT products, services, and support. The IT Supervisor II ensures diagnostic devices are utilized properly to monitor server health and functionality and system capacities meet expanding business requirements, and recommends appropriate configuration adjustments as needed. The IT Supervisor II provides management of projects that will ensure high availability hardware/operating systems are in place; works closely with customers to ensure the delivery of quality services; and develops and provides ongoing maturity of technical documentation and procedures for all servers, hardware/operating systems, databases, and storage area network functionality and support.
25%	System Engineering: The IT Supervisor II performs various supervisory responsibilities related to the architecture, design, configuration, operation, and maintenance of systems through staff management and development. Evaluates necessary staff resources and training needs. Establishes performance standards and expectations by conducting probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to enhance

	personnel growth. Establishes reasonable deadlines and monitors staff's workload to ensure work is completed accurately and timely. Provides advice and consultation to staff on the most difficult and sensitive work issues. Grants or denies staff requests for time off ensuring the individual has sufficient leave credits available for the leave requested.
20%	Information Security Engineering: The IT Supervisor II develops and maintains a culture for continuous improvement by ensuring effective procedures and processes are in place, properly documenting system changes, documenting current/future architectural needs for the initiation, design, development, testing, operation, and defense of IT data and environments to address sources of disruption, ranging from natural disasters to malicious acts. Through available budget resources, ensures business continuity, assists with annual budgeting preparation and procurement, and recommends and implements best practices to departmental leadership, peers, and customers.
	Non-Essential Functions
5%	Other duties, within the scope of the classification, as assigned.
TOTAL 100%	

The duties of this position are subject to change and may be revised as necessary. I have read and understood the duties listed above and I can perform these duties with or without reasonable accommodation. I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

PRINT EMPLOYEE'S NAME	EMPLOYEE'S SIGNATURE	DATE

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

PRINT SUPERVISOR'S NAME	SUPERVISOR'S SIGNATURE	DATE