CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

☐ PROPOSED

POSITION DUTY STATEMENT – INFORMATION TECHNOLOGY

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM	POSITION NUMBER (Agency-Unit-Class-Serial)			
ENTERPRISE INFORMATION SERVICES	065-501-1406-002			
DIVISION / UNIT	CLASSIFICATION TITLE			
	INFORMATION TECHNOLOGY MANAGER II			
	WORKING TITLE			
	SECTION CHIEF			
Business Information Solutions	TIME BASE / TENURE	CBID	WWG	COI
	Full-Time/Permananet	M01	E	Yes ☒ No ☐
LOCATION	INCUMBENT		EFFECTIVE DATE	
Birkmont Dr, Rancho Cordova			11/1/2026	

CDCR'S MISSION, VISION and COMMITMENT

Mission
To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

Vision
We enhance public safety and promote successful community reintegration through education, treatment, and active participation in rehabilitative and restorative justice programs.

Commitment
CDCR and CCHCS are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

DIVISION OVERVIEW

Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.

GENERAL STATEMENT

Under administrative direction of the Deputy Director, Enterprise Applications and Maintenance Support, within Enterprise Information Services (EIS), the Information Technology Manager II (ITM II), serving as Section Chief of Business Information Solutions (BIS), manages and directs the planning, delivery, operation, maintenance, security, and modernization of the Department's administrative software applications and enterprise business systems, including the Enterprise Resource Planning (ERP) solution.

The ITM II is responsible for the strategic and operational management of the BIS application portfolio throughout its lifecycle, ensuring that systems meet business requirements, support departmental objectives, comply with applicable state and departmental standards, and remain reliable, secure, supportable, and cost-effective. Responsibilities include application portfolio management, technology planning, software development and maintenance, system integration, vendor and contract oversight, resource and budget planning, risk management, operational continuity, and performance reporting.
The ITM II establishes priorities and service expectations; directs application development, enhancements, testing, implementation, and production support; evaluates modernization opportunities; and develops recommendations for application replacement, upgrades, migration, and retirement. The ITM II collaborates with program stakeholders, EIS leadership, control agencies, vendors, and other partners to establish business priorities, assess risks, develop investment proposals, and secure the resources necessary to sustain and improve administrative systems.
The ITM II supervises and develops managers, supervisors, technical staff, and other assigned personnel; establishes accountability for operational performance and project delivery; and provides executive leadership with timely information regarding application health, resource requirements, budget impacts, risks, service performance, and strategic initiatives. The position exercises sound judgment in balancing business needs, technical feasibility, security requirements, available resources, and enterprise priorities.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS					
X	Business Technology Management		Client Services		Information Security Engineering
X	Information Technology Project Management		Software Engineering		System Engineering

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
35%	**Application Portfolio Management, Operations, and Technical Direction** • Maintain an inventory and assessment of administrative applications, including business ownership, criticality, dependencies, support status, licensing, lifecycle, and associated risks. • Oversee the full lifecycle of administrative applications, including analysis, design, configuration, development, integration, testing, implementation, deployment, documentation, production support, maintenance, and retirement. • Establish and enforce application support standards, service expectations, maintenance schedules, release management practices, and procedures for managing incidents, problems, and changes. • Ensure adherence to approved technology standards, project management best practices, software development life cycle (SDLC) methodologies, and applicable statewide and departmental requirements. • Evaluate application performance, system utilization, integration dependencies, technical debt, and vendor support status to identify operational risks, performance issues, and opportunities for improvement. • Direct the evaluation and implementation of system updates, integrations, patches, and upgrades to maintain application reliability, security, performance, and compliance. • Develop and implement plans to address unsupported technologies, end-of-life applications, obsolete components, and systems that no longer meet business or technical requirements. • Provide technical leadership and expert guidance on application architecture, development approaches, system integration, and risk mitigation strategies.
25 %	**Strategic Planning, Modernization, and Project Delivery** • Provide strategic direction for the ongoing support, enhancement, and long-term sustainability of all administrative applications within the Business Information Solutions (BIS) section, including the Enterprise Resource Planning (ERP) solution.

	• Develop and maintain long-term strategic plans, goals, policies, governance structures, and a multi-year application modernization roadmap aligned with departmental priorities, business needs, technology standards, and available funding. • Identify emerging business needs, assess their impact on enterprise systems, and recommend solutions to executive leadership. Advise the Deputy Director and Director on program priorities, resource requirements, organizational impacts, and strategic investment decisions. • Evaluate alternatives for application modernization, replacement, consolidation, integration, migration, and retirement, considering operational, financial, security, and organizational impacts. • Develop project proposals, cost estimates, implementation schedules, resource plans, risk assessments, and measurable success criteria for proposed initiatives. • Oversee project delivery and implementation readiness, ensuring business requirements, testing, training, change management, data conversion, support arrangements, and transition plans are adequately addressed. • Identify dependencies between administrative applications, enterprise infrastructure, technology platforms, and other systems to support coordinated planning, minimize implementation risks, and ensure alignment with departmental objectives. • Participate in enterprise-wide planning and governance efforts to ensure BIS application strategies support departmental goals, operational requirements, and long-term technology sustainability.
20%	**Stakeholder Engagement and Governance Management** • Collaborate with internal and external stakeholders, including program areas, application owners, control agencies, consultants, and contractors, to support BIS operations, initiatives, and administrative application objectives. • Represent BIS in Executive Steering Committee meetings and enterprise planning, governance, and investment decisions affecting the administrative application portfolio. Provide updates, recommendations, and risk mitigation strategies to support informed decision-making. • Establish and maintain processes for collecting, evaluating, documenting, and prioritizing business requirements and application enhancement requests in collaboration with application owners and program stakeholders. • Negotiate and coordinate business priorities, project timelines, resource requirements, and competing demands among program areas, technical teams, vendors, and enterprise initiatives to support successful software implementations, system enhancements, and maintenance activities. • Ensure application decisions consider business process impacts, operational readiness, data integrity, user needs, and applicable departmental policies and requirements. • Provide executive leadership with regular reports on application portfolio health, operational performance, project status, budget requirements, identified risks, and decisions requiring management action. • Monitor and assess policy, legislative, and organizational changes that may affect BIS applications or operations, and communicate potential impacts, risks, and recommended actions to leadership.
10%	**Staff Leadership, Budget, and Vendor Management** • Supervise, mentor, and evaluate IT managers, supervisors, and staff responsible for the development, maintenance, and support of BIS systems. Establish performance expectations and hold staff accountable for service delivery, project commitments, documentation, and operational results. • Manage workload distribution, staffing levels, recruitment, hiring, onboarding, retention, training, and professional development to ensure the section has the skills and resources necessary to meet current and future operational needs. • Develop workforce and succession plans that address future technical and analytical skill requirements, knowledge transfer, staff retention, and continuity of critical application support. • Foster a collaborative, inclusive, and accountable work environment that promotes professional development, effective communication, and continuous improvement. • Develop and manage annual and multi-year budget projections for application operations, software licensing, maintenance agreements, professional services, staffing, modernization initiatives, and planned system replacements.

- Prepare funding requests, cost-benefit analyses, and business justifications to support application sustainment, modernization, risk reduction, and new business capabilities.
- Monitor expenditures, contractual obligations, software renewals, licensing compliance, and resource utilization; identify funding shortfalls, emerging cost pressures, and opportunities to improve cost-effectiveness.
- Coordinate with procurement, contracting, fiscal, and technical partners to establish vendor deliverables, service expectations, performance measures, and contract oversight processes.
- Ensure the effective utilization of staff, budget, and contracted services to support operational priorities, project delivery, and the long-term sustainability of BIS applications.

10%

Risk Management, Compliance, and Quality Assurance

- Identify, assess, track, and manage operational, technical, security, and vendor-related risks affecting BIS operations, administrative applications, system enhancements, and service delivery. Develop and implement appropriate risk mitigation strategies, controls, and corrective actions.
- Coordinate with Information Security and other responsible EIS functions to address application vulnerabilities, access controls, security assessments, incident response, remediation plans, and applicable state and departmental security requirements.
- Establish and enforce quality assurance standards for application development, configuration, testing, implementation, and documentation. Ensure application changes and releases include appropriate testing, approvals, security considerations, documentation, and rollback or recovery procedures.
- Develop, implement, and monitor processes to ensure compliance with applicable state policies, departmental requirements, security mandates, and audit requirements. Track audit findings, compliance issues, corrective actions, and remediation commitments through resolution.
- Establish and maintain application-level business continuity and recovery requirements in coordination with infrastructure, security, business owners, and other responsible teams. Identify critical applications and dependencies, and ensure recovery objectives, backup requirements, restoration procedures, and contingency arrangements are documented and tested as appropriate.
- Establish key performance indicators and reporting mechanisms to monitor application availability, incident trends, service requests, enhancement backlogs, project delivery, and customer satisfaction. Use performance data to identify risks, evaluate service effectiveness, and recommend improvements.
- Coordinate with oversight entities and relevant stakeholders to ensure accurate, transparent, and timely reporting of program performance, compliance status, risks, and corrective actions.

SPECIAL PERSONAL CHARACTERISTICS

- Influence, change, and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts through observation and building rapport.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

SPECIAL REQUIREMENTS

- CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy, and all incarcerated individuals, visitors, non-employees and employees shall be made aware of this.

CONSEQUENCE OF ERROR

- The consequence of error at the Manager II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR'S STATEMENT:

- *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*
- *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE