Classification: Information Technology Supervisor II
Position Number: 880-280-1404-006

DUTY STATEMENT

☐ **CURRENT** ☒ **PROPOSED**

RPA Number: 26-280-032	**Classification Title:** Information Technology Supervisor II	**Position Number:** 880-280-1404-006
Incumbent Name: Vacant	**Working Title:** Central IT Services Supervisor	**Effective Date:**
Tenure: Permanent	**Time Base:** Full Time	**CBID:** S01
Division/Office: Division of Information Technology/IT Infrastructure & Client Services Support Branch		**Section/Unit:** Remote Services/Central IT Services
Supervisor's Name: Kevin Heinemann		**Supervisor's Classification:** Information Technology Manager I

Human Resources Use Only:	
HR Analyst Approval: Rebecca Ramirez	**Date:**

General Statement
Under the general direction of the Information Technology Manager I (ITM I) of the Remote Services Unit in the Infrastructure Support Branch within the Division of Information Technology (DIT) and consistent with good customer service practices and the goals of the State and Regional Board's Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal/external customers, follow through on commitments, and to solicit and consider internal/external customer input when completing work assignments.
Position Description
The incumbent will function as the Central IT Services Supervisor of staff as well as a technical working supervisor of the Central IT Services Area. Incumbent will be responsible for the direction and coordination of staff activities as well as performing IT operational support for day-to-day activities for the Central IT Services Area. The Central IT Services Area is responsible for staffing, daily support, and operation of the IT Help Desks serving the Regional Water Quality Control Boards of Central Coast, Central Valley, and Lahontan (South Lake Tahoe). This position will also assist in supporting the Division of Drinking Water's (DDW) offices in Redding, Lodi, Fresno and Bakersfield. The incumbent will be requested to work unusual hours, weekends, or holidays as needed to support equipment maintenance and network operations, and will be requested to travel to other regional offices and DDW field offices as necessary to provide support. The incumbent will provide services from IT domains including Business Technology Management, Client Services, and System Engineering.

Essential Functions (Including percentage of time):	
35%	Provide IT oversight between the offices in the Central IT Services Area. Responsible for ensuring optimal cooperation in support across offices as well as ensure staff communicates effectively in order to provide the best quality and most timely customer service possible. The incumbent will coordinate with the Southern IT Services supervisor, Northern IT Services supervisor, and DIT to plan, design and implement communication and collaboration strategies that can help achieve greater customer service across all service areas. Oversee the design, analysis, and troubleshooting of their regional LANs as well as oversee the seamless integration of technology, connectivity and policies between all offices in the Central IT Services Area. This will be accomplished by communicating with staff and customers to understand the issues in order to develop possible solutions and include the Southern IT Services Area, Northern IT Services supervisor, and DIT if additional support is needed. Oversee the development and management of all LAN/WAN and Internet/Intranet software development projects. This will be accomplished by establishing a process to document the projects underway in order to identify all issues and impacts on customer service. Monitor and maintain assigned region's IT Help Desks to ensure the highest quality services are provided. Propose and implement policies and procedures as well as develop monitoring standards. Collaborate with DIT on best practices for LAN Administration, IT Help Desk, Application Development, IT Security, Technical Recovery, and Web. Support and oversee installation, operation and maintenance of the Board's communications including telecommunications, audio and video conferencing. This will be accomplished by ensuring proper documentation is maintained on all procedures in order to facilitate support. Oversee the maintenance and allocation of equipment used by staff in the field such as smartphones, notebook and tablet computers. This will be accomplished by maintaining an inventory of equipment along with identifiable information and establishing a process whereby the inventory is updated on a timely basis for changes.
20%	Work independently and cooperatively with management and technical staff to identify business processes for enterprise IT projects. Ensure that team goals support the State and Regional Board's mission, vision, and goals as well as those of DIT. Incumbents will familiarize themselves with both the State and Regional Board Strategic Plans to ensure these goals are supported. Provide project status to Board management on a regular basis. Meet and confer with management and staff. Monitor project progress to ensure milestones are met and deliverables meet project objectives and requirements. Incumbent will provide project work plans and project timelines to ensure project progress as well as a communication plan to address impacts on customer support.

15%	Supervise and direct the work of assigned staff and make adjustments as necessary due to changing priorities. Recruit, hire, train, and manage staff resources. Manage the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure staff is available to support the offices served by the Central IT Services Area. Provide continuous feedback to staff on performance issues and take appropriate action to correct deficiencies. Implement progressive discipline and take corrective action when work performance problems arise. Provide regular guidance and mentoring to staff and assist with job related problems. Develop and implement methods for recognizing staff efforts and achievements. Develop staff training plans to identify training needs and developmental opportunities.
Marginal Functions (Including percentage of time):	
10%	Oversee the preparation of IT procurement documents. Review orders, contracts and solicitations to verify accuracy, specifications and terminology. Provide internal staff assistance in purchasing hardware and software based on their business needs and oversee the preparation of IT purchase requests.
10%	Explore, examine and recommend new emerging technologies in support of the Board's mission and strategic planning activities. Identify, establish, and maintain relationships with customers to ensure effective communication takes place on business requirements, project objectives, and issues. Formulate and implement policies as directed. Understand, interpret and apply laws, rules, regulations, and policies to meet the service objectives of the Board.
5%	Act as liaison between customers and management in the development and implementation of information systems. Conduct informal assessment to measure customer satisfaction. Use feedback to improve service, reengineer processes, and further explore complex issues.
5%	Perform other duties as required.
Typical Physical Conditions/Demands:	
The position requires extensive use of a personal computer and the ability to sit/stand at a desk for extended periods of time. Ability to lift and carry up to 50 pounds. Ability to sit for long periods of time while traveling extended distances.	
Typical Working Conditions:	
The incumbent works in an office building in a smoke-free environment. The work schedule is Monday through Friday as required to support core business hours. Will be required to work unusual hours including evening, weekend, and holidays in response to IT outages or when the department is mission tasked. Overnight travel may be required within the state as necessary to support job functions.	

Supervisor Statement		
I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.		
Supervisor Name	Supervisor Signature	Date
Kevin Heinemann		
Employee Name	Employee Signature	Date