STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

DUTY STATEMENT

CHP 129 (Rev. 5-19) OPI 097 PROPOSED

COMMAND/ORGANIZATIONAL UNIT	DIVISION			
Technology Infrastructure Section	Information Management Division			
CIVIL SERVICE CLASSIFICATION TITLE	BARGAINING UNIT	TENURE	TIME BASE	INTERMITTENT HOURS PER MONTH
Information Technology Manager II	M01	Permanent	Full-Time	
POSITION NUMBER	CURRENT DATE			
388-043-1406-956	10/19/2026			

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 administrative direction of the Assistant Chief of Information Management Division (IMD), the Information Technology Manager II is responsible for commanding the Technology Infrastructure Section (TIS). The incumbent has full management responsibility for the planning, organizing, directing, and coordination of critical and often highly sensitive information technology (IT) projects, infrastructure, and applications that support the California Highway Patrol's (CHP) mission. The incumbent works closely and cooperatively with the Chief Information Officer (CIO) and Commander of Information Technology Section (ITS) to execute the IT strategic plans and roadmaps to support the Department's business needs. As the commander of TIS, the Information Technology Manager (ITM) II has full management responsibility of the Customer Services Group and the Network Services Group which support a large, highly complex IT organization charged with the development, maintenance, and support of critical and sensitive intra- and inter-departmental projects for the Department.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

The Information Technology Manager II provides direction to two Information Technology Manager Is; direction to one Information Technology Specialist III; and general supervision to one Office Technician (Typing).

WORKING CONDITIONS

SPECIAL PERSONAL CHARACTERISTICS

PERCENTAGE OF TIME PERFORMING DUTIES	Essential Functions
30%	Business Technology Management: Provide direct supervision to two ITM I's who oversee the Customer Services Group and the Network Services Group, a Information Technology Specialist III as the Enterprise Network Architect, and general supervision to an Office Technician (Typing). The incumbent provides direct, hands-on management supporting the large, highly complex IT foundation for the CHP. Formulate, analyze, and make recommendations on the impact of legislation and plan for its implementation under the direction of the State, Department, and other applicable government policies and regulations. Facilitate IT strategic planning sessions and workshops. Perform vendor management to ensure the delivery of IT goods and services using applicable verification techniques in accordance with contract terms, conditions, and requirement. Provide oversight in vendor/product solution, evaluation, selection, and contract management to ensure the terms and conditions are met. Review and approve procurement requests to acquire IT related goods and services. Provide technology procurement oversight to verify compliance with IT policies and standards in compliance with State and Department rules and regulations. Contribute as a key stakeholder in the development, administration, and execution of Technology Recovery Plans to protect Department resources and continue to provide critical IT services in the event of a disaster in compliance with laws and policies. Analyze compliance reviews performed by external entities to ensure adherence to State regulations and Department policies and procedures. Manage the Department's software licensing requirements through continued education, budgeting, procurements, and maintenance contracts. Ensure TIS follows established change control and IT governance board (ITGB) processes and procedures. Define annual budgetary needs and make decisions on budget estimates. Develop and submit budget change proposals associated with planned projects. Responsible for planning, allocating, and controlling the Division budget line items assigned to TIS. Responsible for seeking grant funding to achieve departmental IT objectives. Direct and oversee enterprise IT service delivery operations for the Department through the establishment, implementation, and continuous improvement of Information Technology Service Management (ITSM) practices. Ensure IT services are

	delivered in accordance with business requirements, operational priorities, and established service level expectations. Provide executive oversight of incident, service request, problem, change, knowledge, and asset management processes. Establish metrics and key performance indicators to evaluate service effectiveness, customer satisfaction, service quality, and operational performance. Direct continual service improvement initiatives to enhance service reliability, efficiency, and customer experience across the Department.
20%	Information Technology Project Management: Direct, plan, schedule, and prioritize the IT projects/workload by setting goals and objectives for the project teams; develop programs to achieve those objectives; monitor and control projects in accordance with established plans and schedules. Maintain a working relationship with key control agencies holding delegated authority for IT projects, including but not limited to the Department of Finance, Department of General Services, Department of Technology, and Department of Motor Vehicles. Advise top management regarding the progress and direction of IT projects. Frequently represents TIS and the Department before groups seeking information about policies and procedures. Guide the development and explanation of plans and artifacts to obtain internal and external project approval. Manage project risk analysis and document lessons learned and improvements. Manage IT project milestones and deliverables to ensure project deliverables are on time, within budget, and at the required level of quality. Develop and sustain cooperative working relationships with executives, project stakeholders and business units through all project phases. Meet regularly with project teams, project sponsors, project steering committees, IT governance committees, executive management, control agencies, and other external stakeholders to review project progress. Discuss outstanding project issues and mitigation strategies and communicate upcoming project activities. Monitor the progress of projects and adjust as necessary to ensure successful completion. Identify the resources (time, money, equipment, staffing, etc.) required to complete projects. Conduct presentations or briefings on aspects of the project(s) to the executive team. Provide strategic leadership for the Department's enterprise ITSM roadmap, including platform enhancements, service management maturity initiatives, process standardization efforts, and integration of service delivery technologies. Collaborate with executive leadership, business stakeholders, and support organizations to align service management capabilities with departmental strategic objectives and operational needs.
20%	Information Security Engineering: Provide direction to the ITM I managing the Network Services Group. Direct and manage the development, testing, and implementation of enterprise security architecture, IT systems, security plans, and procedures. Oversee the planning, development, and documentation of testing and assessment polices, requirements, methodologies, and frequencies. Oversee the development of asset management security controls throughout the life-cycle for information assets. Contribute to the development and maintenance of the technology recovery plan, including preliminary planning, business impact analysis, alternate site selection, recovery strategies, training, and exercises to work within the overall Business Continuity Plan. Oversee the development and submission of required Statewide Information Management Manual documents including but not limited to IT Cost Report, Software Management Policy Annual Statement of Compliance, Website Accessibility, and Organizational Charts. Review and disseminate security related intelligence. Coordinate with the Information Security Officer.
15%	Business Management: The commander serves as a leader and role model for subordinates, support personnel, allied agencies, stakeholders, and the public. They are responsible for the operation of TIS to include completion of all required Department reporting, polices, and procedures. Interpret, coordinate, and implement polices and procedures and communicate them regularly to staff. Manage and coordinate administrative functions including purchasing, budgeting, accounting, facilities, business services, and training. The incumbent will provide oversight of personnel management and administrative responsibilities: evaluate direct reports on completion of their administrative responsibilities; evaluate and document performance, complete probationary reports on a timely basis, and other performance management activities including adherence to the Department's progressive discipline policy including taking corrective or disciplinary action as necessary; ensure management makes informed and defensible personnel management decisions in accordance with Department policies, personnel-related laws, civil service rules, and collective bargaining agreements: effectively contribute to the Department's equal employment opportunity objectives. Oversee position management activities and management of vacancies; ensure the managers are doing their part to facilitate communication throughout TIS and with Division, ensure the appropriate measures are taken when issues and problems arise in the administrative arena. Provide open and complete communication among organizational units; develop and maintain valid staff selection and performance evaluation criteria; inspire, encourage, and compel employees to perform at peak levels. Responsible for succession planning for the TIS.
10%	Client Services: Develop, establish, and implement procedures pertinent to all facets and functions of TIS. Oversee and promote client-based services to end-users, such as troubleshooting system problems, responding to questions, and addressing issues in a timely manner. In conjunction with subordinate managers/supervisors decide program priorities and

	ensure the highest quality of work products. Identify and delegate the work to be performed; define and establish responsibilities; delegate authority and create staff accountability. Serve as an additional level tier support decision-making manager which requires troubleshooting complex issues and providing recommendations and alternative solutions. Maintain a working environment that encourages mutual cooperation and collaboration between the customers and TIS. Direct the delivery of enterprise end-user support services and ensure consistent execution of ITSM processes across all support functions. Provide executive oversight of the Department's IT service management platform, including ServiceNow administration, governance, workflow modernization, reporting, and service process automation. Establish priorities for service desk operations and monitor performance through service level agreements (SLAs), operational level agreements (OLAs), and service performance metrics.
	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
Nicholas Beard		

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
Aaron York		