STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

POSITION DUTY STATEMENT

710-1403-003

Division: Information Systems Division	**Classification Title**: 1403 Information Technology Supervisor I
Branch: Infrastructure Branch	**Working Title**: Information Technology Supervisor I
Unit: Infrastructure Branch	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 710-1403-003	**CBID/Bargaining Unit**: S01
Conflict of Interest Classification: No This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation: No	**Bilingual Language**: Unknown
Sensitive Position: No	**DMV Employee Pull Notice**: No
Fingerprint/Live Scan: Yes	**Professional License**: No
Work Week Group: E	**Date Approved**: 04/17/2025

Direction Statement and General Description of Duties: Under the general direction of the Information Technology Manager I, the Information Technology Supervisor I provides oversight and coordination for system and client services, including system administration, software support, and application maintenance. The incumbent is responsible for supervising and guiding IT professionals in the support and maintenance of the Department's critical infrastructure, ensuring operational efficiency and high service levels.

Percentage and Essential/Marginal Functions:

35%	**System and End-User Support Management (E)**

	Supervises the deployment, monitoring, and maintenance of IT systems, ensuring reliable operations and adherence to best practices. Manages issue resolution, including troubleshooting technical challenges, supporting end-users, and coordinating system updates. Ensures service requests and incidents are addressed promptly while maintaining compliance with established service level agreements (SLAs). Provides direction to staff on utilizing enterprise tools and technologies to optimize performance.
25%	**Technical Leadership, Oversight, and Project Management (E)** Manages a team of IT professionals, ensuring technical projects and initiatives align with organizational priorities. Provides supervision in troubleshooting, system monitoring, and performance improvements. Supports project execution by assigning tasks, tracking progress, and ensuring timely completion. Collaborates with cross-functional teams to optimize workflows, mitigate risks, and enhance service delivery.
25%	**Workforce Development and Operational Leadership (E)** Provides direct supervision to IT staff, setting expectations for performance, workload management, and service delivery. Oversees employee development, including training, mentoring, and performance evaluation. Addresses personnel matters, including attendance and work quality, and takes corrective action as needed. Implements department policies, ensuring staff compliance with operational protocols. Supports workforce planning and succession management to maintain a skilled team.
10%	**Vendor/Contract and Procurement Management (E)** Monitors vendor performance, ensuring services meet contractual obligations and department standards. Assists in procurement activities, including preparing Statements of Work (SOW) and evaluating vendor proposals. Collaborates with internal stakeholders to manage contract renewals and service agreements.
5%	**Other Assigned (M)** Manages ad-hoc projects as assigned, ensuring they contribute to the overall goals of the Division. This includes leading initiatives that enhance operational efficiency, improve IT service delivery, and support the Department's broader objectives. Demonstrates flexibility by managing and prioritizing additional tasks as necessary to meet dynamic departmental needs and ensuring continued alignment with the division’s objectives. Performs other job-related duties as required.

Supervision Received: The Information Technology Supervisor I is under general direction of the Information Technology Manager I.
Supervision Exercised and Staff Numbers: The incumbent supervises IT professionals ranging from IT Technicians to IT Associates. The incumbent may also collaborate with multi-disciplinary teams drawn from IT staff in HQ and the Field Offices to ensure success of the IT Performance Management Programs.
Physical Requirements: Incumbents must be able to transport, lift, move, or carry up to 25lbs of various types of equipment to perform duties listed in the essential functions.
Special Requirements: Managers and supervisors will be expected to perform all technical duties in the event that staff is unable to perform duties. Exempt-level employees may be required to provide critical after-hours support on an occasional basis to ensure continuous IT operations and address urgent issues outside normal business hours. Duties include timely response to urgent technical issues during evenings, weekends, or holidays. Participation in a rotation for afterhours support to ensure equitable distribution and coverage. Collaboration with the team to optimize after-hours support processes.
Personal Contacts: Will interact with departmental staff, management, vendors, contractors and other state agencies by phone, email and in person as needed. Interactions may be confidential, general, informative, or sensitive.

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE

STATE OF CALIFORNIA
Department of Motor Vehicles

DEPARTMENT OF MOTOR VEHICLES

710-1403-003

POSITION DUTY STATEMENT

Division: Information Systems Division	**Classification Title**: 1403 Information Technology Supervisor I
Branch: Infrastructure Branch	**Working Title**: Information Technology Supervisor I
Unit: Infrastructure Branch	**Tenure/Timebase**: Permanent Fulltime
Position City: Sacramento	**Position County**: Sacramento County
Position Number: 710-1403-003	**CBID/Bargaining Unit**: S01
Conflict of Interest Classification: This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.	
Medical Evaluation:	**Bilingual Language**: Unknown
Sensitive Position:	**DMV Employee Pull Notice**: No
Fingerprint/Live Scan: Yes	**Professional License**:
Work Week Group:	**Date Approved**: 04-17-2025

Direction Statement and General Description of Duties:	
Percentage and Essential/Marginal Functions:	
%	

Supervision Received:

Supervision Exercised and Staff Numbers:
Physical Requirements:
Special Requirements:
Personal Contacts:

EMPLOYEE ACKNOWLEDGMENT

I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe you may need to request reasonable accommodation to perform the duties of this position, discuss your request with your manager/supervisor who will engage with you in the interactive process.)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE

MANAGER/SUPERVISOR ACKNOWLEDGMENT

I certify this duty statement represents a current and accurate description of the essential functions of the position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement

MANAGER/SUPERVISOR NAME	MANAGER/SUPERVISOR SIGNATURE	DATE