Duty Statement

Classification: **Information Technology Manager I**

Position Number: **275-809-1405-015**

HCM#: **2151**

Branch/Section: **Information Technology Services Branch/ Technology Infrastructure Services Division/ Data Center/ Cloud Services**

Location: **Sacramento, California**

Working Title: **Manager, Cloud Services**

Effective Date: **October 29, 2026**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised: ☒ **Yes** ☐ **No**

Telework: ☒ **Office-Centered** ☐ **Remote-Centered** ☐ **Not Eligible**

The Information Technology Services Branch (ITSB) provides most, if not all, of the technology services that support the CalPERS lines of business. The organization includes a data center, programming maintenance and development staff, business development including business relations, business process improvement and project and portfolio management. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency and accountability in support of all the CalPERS strategic business objectives.

Under general direction of the Information Technology Manager II, the Information Technology Manager I is responsible for planning, organizing, directing, and controlling the Strategic Planning and Operation activities of the Cloud Services Unit. This team oversees the operation and management of the CalPERS Datacenter's cloud computing environment, utilizing infrastructure and platform services from commercial cloud providers to deliver essential services and host mission-critical applications. Key responsibilities include maintaining and supporting managed systems, backup and restore operations, and disaster recovery solutions. The Information Technology Manager I primarily operates within the System Engineering domain.

Essential Functions

Regular and consistent attendance in the office at least three days a week for teamwork, in-person collaboration, personal interactions with members, stakeholders, and other team members, cross-functional communications within CalPERS, and supervision of work. In-person collaboration is essential to promote and foster innovation, creativity, and complete engagement by the team. Coordinating work in person allows the teams to stay functional and aligned with the work of others. Being present in the office is essential to allow for immediate accessibility for discussions, questions, mentoring, or strategy sessions between team members**.**

30% Onsite[1] and virtually, plan, lead, direct, organize and control all work activities and technical functions of the Cloud Services team: participate and lead large teams on a variety of the most complex system support activities that deliver technical services to CalPERS lines of

business. Install, configure, test, monitor, maintain, report and optimize the most complex system hardware and software configurations. Oversee the implementation and execution of internal and industry standards, practices and processes for cloud computing technologies. Provide recognized technical leadership consultation to customers, clients, staff and vendors on the most complex system configuration issues. Establish and set operational and project priorities, balance workload and ensure excellent customer service through the delivery of timely and accurate services. Develop, recommend, implement and enforce service management and operations processes and procedures. Provide technical leadership and onsite coordination assistance during minor and major system maintenance activities. Compile, analyze and report statistics regarding server deployments and resource consumption, internal and external project status, and modernization efforts.

30% Onsite and virtually, provide technical leadership and expertise in order to perform a variety of the most complex analytical activities to address key business objectives and/or goals. Lead the identification, research, and analysis, evaluation and preparation of recommendations that address current and future issues, concerns, constraints, and technological solutions to strategic and tactical objectives defined by management. Responsible for the development and maintenance of the Cloud Computing environment. Lead the identification, development, and translation of business requirements into general and detailed technical specifications/designs and identify, develop, and present technical concepts to diverse audiences. Lead the identification, development and documentation of standards, practices and processes. Mentor staff to ensure they are knowledgeable of and adhere to set methodologies and standards, software engineering, integrated toolsets, and frameworks. Develop staff in diagnosing and resolution of the most complex system problems. Direct staff in the research of new and innovative practices and technologies. Work with stakeholders to align technology to business objectives by mapping these objectives to available services, identifying any gaps and recommending solutions; develop solution cost, labor and time estimates for new initiatives by researching and evaluating industry experience, support standards, skill gaps and other relevant factors.

30% Onsite and virtually, plan, lead, organize and control the staff activities of the team to develop and retain a highly skilled professional staff that assures an adequate level of specialized expertise in support of CalPERS current and future cloud infrastructure service needs. Responsible for assigning and distributing work, monitoring and evaluating performance, preparing annual EPAD’s, determining training needs and approving training requests, timesheets and implementing the three phases of progressive discipline, reviewing, verifying and approving leave requests, interviewing and hiring qualified employees, employing staff recognition mechanisms, coach and mentor staff, understand employee’s rights with regards to labor relations, travel claims, purchase requisitions and contractor invoices. All of these activities will be performed in accordance with applicable policies and procedures.

5% Onsite and virtually, perform a variety of administrative activities that provide efficiencies to CalPERS and the team including workload management; participate in special ad hoc committees, teams and projects; time reporting and procurements. Lead complex project activities to implement enterprise business objectives. Lead the development of project and detailed work plans independently and/or as part of a team.

5% Onsite and virtually, attend management meetings and prepare management information reports; participate in special ad hoc committees and projects.

Working Conditions

- [1] This position is designated as office-centered and works primarily onsite at the Sacramento, CA - Headquarters at least three weekdays.
- Workstation is located in a standard multi-level office building accessible by stairs and elevator, with artificial light, height-adjustable desk, and adjustable office chair.
- Prolonged reading and typing on a laptop or keyboard and monitor.
- The IT Manager I is required to carry a smartphone and respond to incidents after business hours, on weekends, and State Holidays.

Conduct, Attendance and Performance Expectations

- Ability to maintain consistent attendance.
- Ability to demonstrate punctuality, initiative, and dependability.
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance).
- Ability to model CalPERS Competencies and demonstrate proficiency in; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self.

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Name (Print):

Employee Signature:_____ **Date**:

I certify that the above accurately represent the duties of the position.

Supervisor Signature:_____ **Date**: