Duty Statement

Classification: **Information Technology Supervisor II**

Position Number: **275-813-1404-006**

HCM#: **8237**

Branch/Section: **Information Technology Services Branch / Enterprise Solutions Development Division / MyCalPERS Services Section / Contracts, Enrollments & Contributions Employer / Contracts, Enrollments & Contributions Employer I**

Location: **Sacramento, CA**

Working Title: **Contracts, Enrollments & Contributions Domain Supervisor**

Effective Date: **October 30, 2026**

Collective Bargaining Identifier (CBID): **S01**

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

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

The Enterprise Solutions Development Division (ESDD) provides the infrastructure and application services for most of the business functions within CalPERS and its eight Regional Offices. The ESDD collaborates with other divisions to meet CalPERS' business need by providing quality, innovative, and sustainable services for business continuity.

The MyCalPERS Services Section (MCPSS) within ESDD is responsible for the system architecture, design, development, testing, enhancement, and maintenance of the myCalPERS (MCP) system, which supports CalPERS business operations for each of the major customer areas (Benefits, Health, Contributions, Contracts, Enrollments and Financials). MCP is a statewide on-line system supporting over 2 million members and 2,900 Business Partners. MCP is deployed to 40+ environments which are currently managed and maintained by the Environment Management unit, within MCPSS.

Under general direction of the Contracts, Enrollments & Contributions Information Technology Manager I (ITM I), the IT Supervisor II (IT Sup II) is responsible for supervising, managing, organizing, and directing technical team members to ensure the needs of the CalPERS Business Divisions (customers) who use MCP are identified and managed appropriately. Responsible for providing guidance and mentorship to subordinate team members on all phases of Software Development Life Cycle (SDLC), enabling them to troubleshoot and resolve problems. Aides, designs, supports, reviews, and acts as a technical subject matter expert (SME) for the complex and innovative application development and analytic needs affecting CalPERS Business Divisions (customers) who use MCP system. Assists the Business Analysis Services unit in leading technical projects. The IT Sup II works both independently to assign and works cooperatively with others to carry out assignments using considerable judgment to achieve objectives while following established time frames and performance standards. As necessary, will instruct and mentor subordinate level technical specialists on innovative application development methodologies to provide quality services to customers. The IT Sup II works primarily in the Software 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, provides guidance and directs all operations and systems development life cycle work to implement system enhancement solutions that are owned by MCP team. Monitors the unit workloads, assures established service levels are met and that services delivered for all efforts are completed successfully and timely. Coordinates system requirements with internal technical and user team members in addition to external entities. Includes coordinating system planning and implementations with Database Administration, Enterprise and Application Architecture Units, Application Services, and various Data Center Operating Units. Reports workload metrics. Acts as a SME, analyzes, evaluates, and provides direction on the most feasible resolutions for the integration of all enhancements and cross-functional changes impacting the application services provided to the customers. Reviews proposed changes to MCP solution (application, COTS products, database, etc.) and makes recommendations to team leaders, developers, and end users to ensure the system changes will meet functional and technical requirements and standards. Works directly with developers and architects to resolve the most complex architecture, programming, and database interfaces issues. Analyzes and troubleshoots problems in the persistence layer. Coordinates and ensures effective operations of complex multiple hardware and software configurations including integration with the enterprise technical architecture.

25% Onsite and virtually, acts as lead for all efforts related to implementation of the CalPERS Board initiatives, Legislative mandates, or customer enhancement requests. Develops project plans, assigns, and manages resources, monitors progress/performance, reports progress status, manages risks and issues, manages vendor contracts, and works closely with CalPERS Business Divisions and Information Technology Services Branch (ITSB) support units to coordinate plan and budget for enterprise-wide project work packages of varying size and complexity. Follows SDLC methodologies.

25% Onsite and virtually, administers human resource policies and procedures established by California Department of Human Resources and CalPERS management. Ensures positions are filled through effective recruitment and hiring procedures, which result in the selection of the most qualified candidate for the job. Administers CalPERS' performance appraisal system ensuring employees receive ongoing coaching, performance feedback, and timely and accurate summary rating evaluations. Ensures effective team member development through identification of training needs, employee career development planning and the provision of appropriate training. Develops team members through formal and on-the-job training and mentoring focusing on skills to enable individuals to meet or exceed job requirements. Cross-trains team members across systems and skill sets to enable team members to be utilized

where necessary. Determines team member training needs, prepares annual unit training plan and budget request, and executes the approved plan.

10% Onsite and virtually, coordinates with direct team leader to ensure that resources are available to develop new systems and maintain current systems. Develops staffing plans in different areas and forecasts for future resource requirements. Develops project schedules to make resource assignments and monitor progress. Assures that ESDD team members are properly trained and prepared to meet the needs of current and changing technology. Assesses technology trends to determine the impact on implemented applications. Assists in and/or is responsible for Technology Contract Management where applicable. Functions as primary contact to the user community to schedule and coordinate the implementation of technology and enhancements to existing systems. Oversight responsibility for change management, configuration management, and version management where appropriate. Develops long and short-term staffing plans, which meet Section and Division workload needs within budget resources. Develops thorough and accurate budget requests based on substantiated operational and business needs. Ensures cost-effective use of resources (operational expenses, equipment, and team member resources, including consultant and professional services), and identifies cost savings. Responsible for cost-effective use and management of the Core Applications Development Services annually funded baseline and associated contracts.

5% Onsite and virtually, attends management information meetings and prepares management information reports. Assists ESDD and operational division team members by diagnosing problems, resolving problems, and coordinates required correction processes and procedures. Participates in special committees and projects. Researches, evaluates, and participates in recommendations of new technology for the development and support of business applications.

5% Onsite and virtually, acts as project manager for all efforts related the support of Annual Process (e.g. Annual Member Statements, Tax Reporting, Health Open Enrollment) and services provided by CalPERS. Develops project plans, assigns, and manages resources, monitors progress/performance, reports progress status, manages risks and issues, manages vendor contracts, and works closely with CalPERS Business Divisions and ITSB support units to coordinate plan and budget for enterprise-wide project work packages of varying size and complexity. Follows SDLC methodologies. Performs other duties as assigned and appropriate for this classification.

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.

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**: