DUTY STATEMENT

Department of Finance
Human Resources Office

The Department of Finance's mission is to serve as the Governor's chief fiscal policy advisor and to promote long-term fiscal sustainability and responsible resource allocation.

NAME		**EFFECTIVE DATE**	
UNIT	Information Services	**POSITION NUMBER**	
CLASSIFICATION	Information Technology Supervisor II		

SCOPE

This is the full supervisory level. Under general direction, incumbents plan, organize, and direct the work of one or more information technology programs or units, and may occasionally perform the most difficult or sensitive work. This level directly or indirectly supervises all lower-level information technology and support staff performing work in any domain or combination of domains. At this level, incumbents may also: identify, document, and monitor defined service levels and performance management standards; manage contracts; ensure compliance to project management standards; develop scope of work; and participate in vendor/product solution evaluation and selection.

ESSENTIAL FUNCTIONS

50%	**Web Development and Technical Team Leadership (Software Engineering):** • Plan, organize, direct, and evaluate the work of the Digital Experience Unit responsible for the design, development, enhancement, maintenance, and technical support of the public website, intranet, and related web-based services. • Establish work priorities, assign responsibilities, allocate resources, monitor assignments, and ensure the timely delivery of technical solutions and ongoing departmental publishing requirements. • Provide advanced technical leadership and directly participate, as necessary, in complex web development, solution design, system configuration, code reviews, testing, deployment, and troubleshooting. Oversee front-end and back-end development using appropriate web technologies, frameworks, and integrations. • Establish and oversee development standards, technical documentation, version control, quality assurance, and deployment procedures consistent with the Software Development Life Cycle (SDLC) and departmental enterprise architecture. • Direct ongoing website publishing and multimedia support, including budget publications, financial charts and data visualizations, online and print presentation materials, graphic design, image processing, and video production for departmental and executive communications. • Coordinate with cybersecurity, infrastructure, and software development teams to ensure web platforms meet requirements for security, reliability, availability, performance, and maintainability. • Recruit, select, train, develop, and evaluate staff; prepare probationary reports and performance evaluations; provide coaching and corrective action as appropriate; and establish staff development plans to strengthen technical capabilities and team performance. • Develop and implement a modernization roadmap for public website and intranet platforms, aligned with departmental priorities and business requirements.
20%	**User Experience, Information Architecture, and Digital Accessibility (Software Engineering):** • Establish user experience, user interface, and information design standards to improve the usability, consistency, and presentation of Finance's websites, applications, and digital services in alignment with departmental branding and applicable statewide standards. • Lead the development of standardized design systems, reusable components, and

	responsive design practices to promote consistent, user-centered experiences across departmental digital platforms. • Establish information architecture standards, including content organization, taxonomy, metadata, navigation, and search, to improve the structure, discoverability, and usability of departmental information. • Establish user-centered design practices, including user research, usability testing, and evaluation of user needs. Utilize analytics, usability findings, and stakeholder feedback to guide continuous improvements. • Establish digital accessibility standards and governance practices aligned with applicable Web Content Accessibility Guidelines (WCAG), federal requirements, and state policies. Oversee accessibility testing, monitoring, quality assurance, and remediation practices for web platforms, applications, and digital documents in coordination with responsible technical teams and content owners. • Evaluate accessibility assessment and remediation technologies to improve efficiency and consistency. Provide technical guidance and consultation to application development teams and departmental business areas on implementing accessible digital solutions and content.
20%	**Content Management (Software Engineering):** • Lead the evaluation and potential implementation of Content Management System technologies, including feasibility assessments, requirements analysis, solution alternatives, technical integration, and implementation recommendations. • Evaluate existing publishing processes and lead initiatives to streamline workflows, automate manual activities, and improve content management capabilities. • Establish content governance and lifecycle management practices, including content ownership, publishing permissions, review and approval workflows, version control, maintenance, archival, and removal. • Collaborate with departmental business areas to implement standardized publishing procedures, technical controls, training, and content management practices that support accurate, current, and accessible information.
10%	**Stakeholder Engagement and Technology Delivery (Business Technology Management):** • Collaborate with leadership, business areas, and technical teams to assess business needs, define requirements, evaluate technology solutions, and prioritize digital experience and web services initiatives. • Direct and participate in project planning and delivery activities, including scope definition, effort estimation, resource planning, scheduling, risk management, testing, implementation, and post-implementation evaluation. • Prepare business cases, feasibility assessments, technical recommendations, project documentation, and status reports to support management decisions. • Collaborate with IS teams to integrate enterprise user experience, information architecture, and accessibility standards into technology delivery practices.

SPECIAL REQUIREMENTS

- Willingness and ability to accept increasing responsibility.

KNOWLEDGE, SKILLS, AND ABILITIES

The incumbent is required to possess all knowledge and abilities of the Information Technology Supervisor I and Information Technology Specialist I classifications.

SIGNATURES

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.) I also acknowledge, under certain circumstances, I may be required to physically come into the office at any time within a reasonable amount of time.

EMPLOYEE SIGNATURE		**DATE**	
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.			
SUPERVISOR NAME			
SUPERVISOR SIGNATURE		**DATE**	
PROGRAM BUDGET MANAGER (PBM) NAME			
PBM SIGNATURE		**DATE**	