STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY

DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

RPA NUMBER (HR USE ONLY)
26-073

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
11/10/26		Vacant

D. CIVIL SERVICE CLASSIFICATION	E. POSITION WORKING TITLE
Information Technology Manager I	Database Administrator
F. CURRENT POSITION NUMBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
695-364-1405-001	
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION
OTech / Platform Services / zSystems Application & Database Services / Support / Rancho Cordova	Natalie Hand, Information Technology Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE)	K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO; DRIVING AN AUTOMOBILE ☐ YES ☒ NO
MONDAY – FRIDAY 8:00 AM – 5:00 PM (VARIABLE)	

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☐ Business Technology Management ☐ IT Project Management ☐ Client Services
☐ Information Security Engineering ☐ Software Engineering ☒ System Engineering

Organizational Setting and Major Functions

Under general direction of the Information Technology Manager II (IT Mgr II) of zSystems Applications & Database Services, the Information Technology Manager I (IT Mgr I) over Support, performs many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis. Assignments require an advanced level of organizational understanding and support of innovative technical pursuits. Decisions regarding the work to be done include largely undefined issues and elements. The work requires extensive probing and analysis to determine the nature and scope of the problems and continuing efforts to establish concepts, theories, or programs; or to resolve problems generally without established guidance. The IT Mgr I demonstrates all the necessary qualities of effective project or function leadership and play a key role in the success in the department's use of IT to the business as a whole. The IT Mgr I also possess the general and technical competencies needed to train/mentor organization staff and customers in a complex technical area or process.

The IT Mgr I manages and directs the staff in zDb2 Support that is responsible for the installation, configuration, maintenance, and problem resolution of the Db2 database management systems on California Department of Technology (CDT) zSystems platform for state and public entity customers, as well as application and communication software.

Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

% of time performing duties 35%

Perform day-to-day managerial activities for the zDb2 Support:

- Develop plans to accomplish the team's goals and objectives in accordance with organizational mission and strategic plans.
- Develop and update duty statements for the support team's employees as needed, establish performance expectations, complete Performance Appraisal Summary reports annually, complete probationary reports in a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel related laws, rules established CDT administrative processes and procedures, and collective bargaining agreements.
- Ensure subordinate employees comply with all CDT policies, office standard operating procedures, and department and agency protocols.
- Encourage team building, facilitate cross training, and promote continuous improvement.
- Use motivation techniques, provide training for employees, and create a positive climate for change.

% of time performing duties	
	• Foster methods for creative decision-making and problem solving and provide continuous feedback to employees. • Effectively contributes to the Department's Equal Employment Opportunity objectives. Ensures that there is a diverse workforce throughout the Division. • Manages the support team's budget preparation and expenditure control, including position management activities and management of vacancies. • Responsible for support team succession planning and ensure there are employees who can perform multiple functions. • Perform classification management of support team (completing RPAs for promotions, classification changes, out of class assignments, etc.). • Ensure support team's processes and procedures are documented and centrally accessible to staff. • Monitor progress of Help Desk tickets assigned to the support team and verify tickets are updated appropriately and are resolved in a timely manner.
25%	Primary contact for zSystems Db2 services: • Provide consulting services to our clients on DB2 implementation and its benefits. • Advises CDT management and customers on DB2 service offerings and industry trends. • Develop proposed DB2 infrastructure solutions to meet customers' business needs. • Provide leadership for development standards and performance implications of database design. • Review and provide impact assessment, including concerns and issues and concerns.
20%	Administrative Duties: • Complete weekly and monthly project status reports and keep management informed of issues and concerns. • Review and reconcile cost center monthly cost center expense/revenue reports to ensure unit is operating in alignment with CDT's cost recovery financial model. • Participate in Department/Division strategic and other planning meetings. • Access Db2 system service levels, performances, workload, and staffing capacity planning and preparation of Budget Change Proposals.
15%	Market Unit Services: • Prepare project plans and proposals to define and recommend business opportunities for Db2 services. • Develop cost quotes for Db2 services based on client requirements and CDT published rates. • Support established service level objectives to demonstrate unit capabilities and qualifications to properly support and expand the services to other customers.
5%	**Marginal Functions** **(Percentages shall be in increments of 5, and should be no more than 5%.)** • Consult with software vendors and CDT Procurement to recommend the most advantageous service bundle and/or terms and conditions for software contracts used by the support team. • Act as backup for the Section manager and attend management meetings, prepare weekly/monthly team status reports.
	Work Environment Requirements • Position may require the ability to be contacted for service outages or other emergencies. • Must maintain consistent and predictable attendance. • Position may require work outside of normal work hours. • Some travel may be required for meetings, training and conferences. Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). This position requires an additional background check for DOJ to protect their interests.
	Allocation Factors **(Complete each of the following factors.)**

Supervision Received:
The Information Technology Manager I receives general direction of the zSystems Applications & Database Services Information Technology Manager II to oversee and ensure successful delivery of the Db2 infrastructure support services. It is expected the IT Mgr I exercises good judgement, takes independent actions and be knowledgeable of CDT policies and procedures as well as State personnel policies and procedures.

Actions and Consequences:
The Db2 Support Services are key components of the CDT's Application Hosting Service Offering. Many of the customers' business applications depend on the availability of their Db2 database to accomplish their business program functions. Without access to the data in the Db2 databases, state public services could be compromised. Since a number of CDT's Db2 customers are highly visible to the public, improper decisions on the part of the ITM I could adversely impact the service delivery and quality of the Db2 service offering which in turn negatively affect the ability of State programs to perform mandated functions and deliver their public services.

Personal Contacts:
The IT Mgr I interacts with all CDT personnel, customers and vendors on a regular basis. The interactions include attending project meetings involving CDT employees and/or customers, working with vendors and administrative staff on procurement requests, and consulting and advising CDT management.

Administrative and Supervisory Responsibilities: **(Indicate "None" if this is a non-supervisory position.)**
Participate in CDT strategic and other planning meetings. Review support team's cost center reports to manage expenses and revenues. Determine rates for new services and adjust existing rates to ensure cost recovery. Assist CDT administrative efforts by providing input for Out-of-State travels, staff training needs, staff requirements for Budget Change Proposals and other information as requested by management. Provide formal written project status report weekly to management. The report will provide updates on workload, progress of assignments, project issues, planning items and recommendations.

Supervision Exercised:
The IT Mgr I provides management to eleven (11) information technology staff and is responsible for the complex projects involving the installation, configuration, maintenance, and problem determination/resolution of CDT's numerous Db2 environments. Occasionally, the IT Mgr I might be called to act as project manager, leading teams of employees from multiple CDT support teams responsible for the delivery of CDT's complex projects.

Other Information

This position requires and individual with exceptional project management and interpersonal skills that can communicate effectively with highly technical IT staff, CDT management and with business customers. The ITM I should have strong z/OS knowledge and experience and familiarity with zSystems tools (e.g., ISPF, SMPE, JCL, etc.) and understanding of the various database concepts and IT best practices such as database backups and business continuity.

Desirable Qualifications: **(List in order of importance.)**

- Personnel management experience, supervising or leading a team.
- Good technical and business writing skills and good verbal communication skills.
- zDb2, database experience and installation and configuration of the software.
- zSystems concepts, components and processing techniques.
- PC software tools such as MS Teams, Outlook, Excel, Word, PowerPoint, Visio, Adobe Acrobat, Zoom, etc.
- Innovative, forward-thinking, proactive individual.
- Knowledge of IT project management practices and techniques.
- Development of project plans, tasks and schedules.
- Knowledge of the department's quality culture, core values, vision and mission.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.		
SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE