STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF TECHNOLOGY
DUTY STATEMENT
TECH 052 (REV. 02/2018)

RPA NUMBER (HR USE ONLY)
26-075 PROPOSED

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
1/31/2018		

D. CIVIL SERVICE CLASSIFICATION	E. POSITION WORKING TITLE
Information Technology Supervisor II	**IT Budget & Procurement Supervisor**
F. CURRENT POSITION NUMBER	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
695-351-1404-002	695-351-1404-002
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION	I. SUPERVISOR NAME AND CLASSIFICATION
Data Center Support Services / OTech Business Support / Data Center IT Analysis & Acquisition/Gold Camp	Information Technology Manager I
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 8AM – 5 PM	

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

☒ 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 I (IT Manager I), Office of Technology (OTech) Business Support, the Information Technology Supervisor II (IT Sup II) oversees the Data Center Analysis and Acquisition team. This team comprises of Information Technology Specialists responsible for the full range of technology business functions including financial, budget, analytical, contractual and project management support for OTech Business Support.

Essential Functions

% of time performing duties

40%

Manages and oversees the Data Center Analysis and Acquisition team responsible for performing the following functions and responsibilities:

- Perform functions related to research, measurement, analysis, and evaluation of mainframe, midrange, enterprise storage, service delivery, and capacity and availability data to ensure that OTech will have sufficient processing, storage, and bandwidth capacity to meet future workload requirements;
- Based on metric analysis and evaluation of statistical and historical data, resource utilization, customer requirements, workload growth and forecasts, and technology changes and industry trends, work with engineering staff to provide recommendations to management for procurement of new or additional Information Technology (IT) equipment, products, services and related resources to modernize and support OTech services provided by the Data Ctr. IT Analysis & Acquisition. Provide technical and analytical support for the execution of initiatives and plans, including official impact and approval process completion

30%

- Serve as project manager for internal OTech projects in support of OTech service delivery programs, systems integration, service level agreements, operational level agreements, division Feasibility Study Reports (FSRs) and concept paper development for Budget Change Proposals (BCPs);
- Provide management with analysis on IT hardware, equipment, services and various contract spending authority expenditures; oversee division budget management performed by OTech Business Support, and provide subject matter expertise on a wide range of IT administrative and business process topics.
- Participates as an active member of the OTech Manager/Supervisor team by contributing to management team decisions, and supporting or developing department and division policies, practices, and processes, and ensuring effective communications with management and staff.

- Assist with customer service request analysis and service delivery needs as part of the OTech Service Enhancements and Service POD efforts.

25%

Perform day-to-day supervisory activities:

- Develop plans to accomplish goals and objectives in accordance with organizational mission and strategic plan.
- Develop and update duty statements for employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on 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 administrative processes and procedures, and collective bargaining agreements.
- Ensure subordinate employees comply with all OTech 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.
- Foster methods of 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.

Marginal Functions

5%

The IT Sup II may be assigned to represent the OTech Managers and/or the Data Ctr. IT Analysis & Acquisition as a whole for cross-division efforts, including representation with Administrative Office and Headquarters. Serves as coach and mentor for staff in the Data Center Analysis and Acquisition team by providing leadership, accessibility for questions and issues, guidance, and understanding of staff's strengths and weaknesses in order that each person excel and work to his/her full potential, while achieving individual and professional development goals, plus meeting the needs of the Data Ctr. IT Analysis & Acquisition.

Work Environment Requirements

- Must be available to work overtime as necessary and when business needs warrant.
- Must carry a mobile device/smartphone.
- Occasional travel is required to perform assigned duties, attend training, and provide customer support.

Allocation Factors

Supervision Received:

The IT Sup II receives general direction from the IT Manager I. Supervision given will be in general scope and nature depending on the particular project or assignment. The IT Sup II works independently. Work in progress will be given general direction as required. Weekly status reports will be prepared to report progress. Projects will be reviewed for quality and effectiveness as work proceeds and when complete.

Actions and Consequences:

The primary objective of this position is to manage and oversee staff that provides metric data to Data Ctr. IT Analysis & Acquisition management to insure the OTech IT infrastructure and capacity is optimum. Divisional recommendations and decisions based on inaccurate or untimely data provided by BAO could have a serious impact regarding the continued and new services the Data Ctr. IT Analysis & Acquisition provides to its customers, degradation of a system due to delay in system changes or an acquisition, and/or unnecessary expenditures due to redundancy or lack of continued need.

Personal Contacts:
The IT Sup II will work closely with the Data Ctr. IT Analysis & Acquisition managers and staff, as well as other divisions' management and personnel. As required, IT Sup II shall work with the OTech Project Management Office, Customer Relations, Operations, Administration, and external customer departments, control agencies, and vendors.

Administrative and Supervisory Responsibilities:
Not applicable

Supervision Exercised:
Management/supervision is required for the Data Ctr. IT Analysis & Acquisition team.

Other Information

Desirable Qualifications:

- Knowledge in IT concepts, terminology, principles, practices, and protocols.
- Knowledge in various OTech platforms (Mainframe, UNIX, LINUX, WINDOWS), and the respective hardware, software, and other IT components.
- Knowledge in OTech and Data Ctr. IT Analysis & Acquisition Strategic, Integration, Capacity Planning, Service Level Agreements, and Operational Level Agreements.
- Knowledge in State and OTech rules, regulations, policies, practices, reporting criteria, and processes to effectively research, analyze, and evaluate data to develop studies and technical reports.
- Ability to apply Completed Staff Work principles and mentor staff in the development of high-quality work products and recommendations
- Ability to maintain regular, reliable, and predictable attendance in support of operational and supervisory responsibilities.
- Ability to reason logically, draw valid conclusions, and be proactive in identifying potential problems.
- Ability to interpret, analyze, and understand complex IT specifications, requirements, and issues for hardware, software, and other IT components interoperability, interface, and interaction to develop studies and technical reports.
- Ability to lead, direct, coordinate, monitor, and follow up on IT projects and assignments of others to insure deadlines are met.
- Manage and participate in IT studies following the State and OTech guidelines in order to recommend appropriate IT solutions in response to defined need, workload growth, customer requests, technology changes, forecasts, and historical data.

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