

CURRENT
 PROPOSED

DUTY STATEMENT

DATE REVISED 6/18/2018			
RPA # 18009413	POSITION NUMBER (Agency - Unit - Class - Serial) 065-631-1404-001	CLASS TITLE INFORMATION TECHNOLOGY SUPERVISOR II	
UNIT Enterprise Information Services- IT Customer Service and Field Operations		WORKING TITLE Institution Field Support Supervisor	
LOCATION (GEOGRAPHIC/REPORTING LOCATION) SWIFT – Northern Region			
EMPLOYEE INFORMATION			
EMPLOYEE NAME		DATE APPOINTED	
WORK SCHEDULE Monday through Friday		WORK HOURS 8:00 a.m. to 5:00 p.m.	
TENURE Perm	TIMEBASE Full-Time	CBID WWG S01 E	PROBATION <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A
VISION, MISSION, AND VALUES STATEMENT			
Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support. Refer to the Service Catalog for more information on what we do for California Department of Corrections and Rehabilitation (CDCR) and the IT Strategic Plan for our roadmap for the future.			
SUPERVISION EXERCISED:			
The IT Sup. II supervises three (3) Information Technology Associates, and six (6) Information Technology Specialist I. Provides direction on assignments in terms of broadly defined missions or functions.			
GENERAL STATEMENT			
Under general direction of the ITM I, the Information Technology Supervisor II (IT Sup.) will perform lead functions within the California Department of Corrections' Division of Adult Institutions, Division of Parole Operations (DAPO) IT Field Support Unit. This position includes planning, and implementing projects, studies and other work independently that relates directly to customer field support activities. The IT Sup. II provides direction to the IT Field Support Staff with assignments in terms of broadly defined mission and objectives. The IT Sup. II manages the problem resolution process within DAPO. This process includes the incident/service request process, escalation process, desktop support functions, and project management activities. Management functions include, but are not limited to, assigning and coordinating the work related to service disruptions and incidents, equipment installation, the enforcement of workstation standards, asset inventory management, problem management, reporting, and mobile (wireless) device administration as well as personnel related administration. Travel to institutions, DAPO sites and after hours support of technical systems may be required due to operational need.			
DESCRIPTION OF DUTIES			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first not to exceed 35%. (Use additional sheet if necessary)		

ESSENTIAL FUNCTIONS			
35%	<p>Team Supervision</p> <p>Provides leadership and direction to the IT support staff in workload management. Assists in budgetary, contractual, and administrative requirements; Identifies and apply requirements of oversight and regulatory agencies; acts as technical advisor to the IT Field Staff within Adult Institutions and DAPO facilities. Cooperates with the third level of IT Support at EIS (application development, database, operations and security) to troubleshoot and resolve problems encountered in the field. Performs IT team position's personnel management within the respective area. Creates and implements policies, standards and procedures; conducts seminars, conferences, and presentations; implements and adheres to service level agreements; develops contingency plans; documents workstation/mobile device configuration standards; makes application, production and operation presentations to management; develops impact assessments of proposed executive and legislative changes. Responsible for planning, and implementing projects, studies and other work independently that relates directly to customer field support activities. Provides direction to the IT Field Support Staff with assignments in terms of broadly defined mission and objectives. Manages the problem resolution process within a CDCR Institution or Facility. Assign and coordinate the work related to service disruptions and incidents, equipment installation, the enforcement of workstation standards, asset inventory management, problem management, reporting, and mobile (wireless) device administration as well as personnel related administration.</p>		
35%	<p>Operations (Routine Tasks and Activities)</p> <p>Coordinates and controls the implementation of customer support, desktop/mobile device support, and network administrative support services in the Adult Institutions and DAPO facilities. This position oversees the problem management process and escalates issues to appropriate EIS servicing units; collects, monitors and reports costs, schedules, and benefits for department customer support, production, operations and desktop support services and projects. Provide metrics on services to support service level agreements; composes and/or reviews network communication alerts, disruptions, and planned outages; develops, tests, and implements customer support center services and related procedures. Generates workload and status reports using the Department's IT workload tracking tools. Conducts, reviews, and tests training materials associated with Information Technology System Administrator requirements; and prepare/reviews status reports on various assigned projects. At the expert level incumbent demonstrates true proficiency with respect to data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards.</p>		
30%	<p>Methodologies, Standards, Training and Other</p> <p>Meets with CDCR executives, management and staff to formulate organizational processes, strategic plans, operational practices, system modernization planning and coordination and funding for the EIS. Participates in the formulation of policies for project initiation. This position develops methodologies and standards for systems development, implementation and maintenance. Participates in division and section meetings and other activities as required. Performs or directs troubleshooting of complex problems in production environment. Requests system changes through the change control and configuration management. Reviews plans, designs and system specifications developed by other project managers and prepares training outlines and conduct training for IT support. The incumbent is responsible to provide support services which affect a significant number of adult institution program users using statewide and local enterprise systems. The IT Supervisor ensures the workstation hardware, software, and security standards are met and only allow authorized personnel access to the CDCR computing environment and services from those workstations. All of these services are utilized by multiple business areas within CDCR and are considered critical to the functional and business operation of the Department.</p>		
VARIETY AND SCOPE OF RESPONSIBILITY			
<p>IT Domains Used:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering </td> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Information Technology Project Manager <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering </td> </tr> </table>		<input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering	<input checked="" type="checkbox"/> Information Technology Project Manager <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering
<input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering	<input checked="" type="checkbox"/> Information Technology Project Manager <input checked="" type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering		

COMPLEXITY OF WORK		
<p>The breadth of the position includes monitoring the desktop common operating environment services including access to enterprise computing environment for departmental business applications and systems, infrastructure management. Applications include, but are not limited to, electronic mail, Internet web sites, LSTS, OBIS, DDPS, RSTS, and other applications existing and emerging. The impact of these services affects business program areas utilizing the CDCR computing network for their business processes. When considering service enhancements or additions, the IT Sup. II assists in identifying impacts, appropriate methodology and steps to proceed, and alternatives for the Institutions. The IT Sup. II must ensure the integration of multiple services occurs with the least amount of impact to customers and that problems are resolved quickly and effectively.</p>		
RESPONSIBILITY FOR DECISIONS AND ACTIONS		
<p>At the Supervisor II level, incumbent is responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions.</p>		
PERSONAL CONTACTS/RELATIONSHIPS		
<p>Contact with senior-level and high-level entities in unique situations where it can be difficult to establish the contact and identify goals. Consults with or advises management, administrative or executive staff on the planning, development, implementation, and coordination of IT issues. Frequent contact with vendors to assess new technologies and contractors to provide oversight, negotiate contract modifications, and analyze compliance with contract specifications. Contacts occur in conferences, meetings, hearing, or presentations involving problems or issues of considerable consequence or importance. Contacts typically have diverse goals, or objectives requiring common understanding of the problem and a satisfactory solution by convincing individuals, arriving at a compromise, or developing suitable alternatives. Contacts are to justify, defend, negotiate, or settle matters involving significant or controversial issues.</p>		
CONSEQUENCE OF ERROR		
<p>The consequence of error at the Supervisor II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.</p>		
SPECIAL REQUIREMENTS		
<p>Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgement, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and state of health, consistent with the ability to perform the assigned duties of the class. Where the position required the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.</p> <p>Lifting of equipment up to 50 pounds, using the approved lifting procedures; standing, walking, sitting, kneeling, reaching and squatting are required for this position.</p>		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
<p>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</p>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE