CALIFORNIA HIGH-SPEED RAIL AUTHORITY  
DUTY STATEMENT  
PARF 46-9-118

<table>
<thead>
<tr>
<th>CLASSIFICATION TITLE</th>
<th>OFFICE/BRANCH</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>Information Technology Manager I</td>
<td>Information Technology</td>
<td>Sacramento</td>
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<tr>
<th>WORKING TITLE</th>
<th>POSITION NUMBER</th>
<th>EFFECTIVE</th>
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<tbody>
<tr>
<td>Chief, IT Enterprise Services</td>
<td>311-001-1405-003</td>
<td>06/24/2019</td>
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**GENERAL STATEMENT:**

Under the general direction of the Chief Information Officer, of the California High-Speed Rail Authority (Authority), the Enterprise Services Chief, an IT Manager I (ITM I) is a hands-on technology professional responsible for the direction, oversight, and operation of the Authority’s infrastructure and desktop support services. Directly and through subordinate resources, the incumbent provides expert consultation on complex, technical IT-related issues and provides leadership and direction to a diverse group of IT professionals and contract staff with different skill sets. The incumbent must promote and maintain a motivated, informed, and collaborative workforce where teamwork is valued and rewarded; and must possess strong communication and customer service skills and work collaboratively with internal program partners, vendor personnel, and external control agencies.

This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

All work will be accomplished in accordance with the State Administrative Manual (SAM) sections 4800 through 5953 and Sections 6700 through 6780; Statewide Information Management Manual (SIMM); California Technology Agency policies and procedures; the Authority’s IT Standards; Desktop and Mobile Computing Policy, IT Security Policy; and the Department of Finance Budget Letters.

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TYPICAL DUTIES:

The Enterprise Services Chief is hands-on, when required, and provides leadership and management of Authority IT Staff, as well as direction and oversight of contracted personnel. Specific duties include:

Percentage Job Description/Domain
Essential (E)/Marginal (M)

30% (E) Infrastructure
Domain: System Engineering & Software Engineering
- Coordinates with internal and external entities to provide enterprise services and resolve issues as required;
- Oversees all activities associated with infrastructure services including configuration management, change management, capacity management, performance management, availability management, and service delivery management to ensure enterprise services are available to support the operational needs of the Authority;
- Reviews recommendations of new technologies, protocols, monitoring, software, hardware, and capacity planning;
- Participates in architecting and building systems for maximum performance, reliability, scalability and cost control;
- Participates in security and application troubleshooting and incident resolution;
- Oversees server/storage design which includes, but not limited to, virtualization, storage techniques, back-up, operating system management, capacity planning and monitoring and management of these systems.
- Oversees the provisioning, operations, and maintenance of systems running on Amazon Web Services (AWS). Monitors availability, ensures optimization, and controls costs.
- Oversees the implementation, operations, and maintenance of Microsoft O365; including email, SharePoint, One Drive, One Note, Skype, etc.

30% (E) Desktop and Mobile Support
Domain: Client Services
- Establishes customer service strategy and sets standard and tone to create a customer-focused operational team.
- Manages and coordinates the operations of the Desktop and Mobile Support team by providing direction, guidance, and leadership in accordance with Authority’s policies, procedures, and processes for IT management.
- Oversees the deployment of all end user devices for staff and contractors;
- Maintains a central source of information enabling Help Desk staff and support technicians to recover outages with minimal disruption to expected service levels;
- Isolates problem trends and ensures that troubleshooting efforts are completed for recurring problems until permanent solutions are found.
- Ensures that decisions made to improve client support are continually carried through (continuous improvement).

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30% (E) Management and Supervision
• Ensures appropriate staff scheduling to provide coverage during normal business hours and on-call support;
• Communicates job expectations; plans, monitors, and appraises job results; coaches, counsels, and disciplines employees.
• Identifies training needs and develops training plans to ensure continuous improvement.
• Develops, coordinates, and enforces systems, policies, procedures, and productivity standards.
• Ensures that daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the Authority.
• Directs the work of the RDP and other vendors engaged to provide IT services in support of Authority goals. Validates work performed is within expected outcomes.
• Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM) and the California Government Code (GC).
• Ensures that effective representation takes place for the coordination of work processes and projects with other offices and divisions.
• Fosters an environment of teamwork and collaboration;
• Recognizes and communicates individual and team accomplishments.

10% (E)
• Collaborate with leadership and cross-functional teams to develop solutions for complex problems.
• Leverages expertise in complex information systems to effectively communicate complicated and technical concepts or issues clearly and articulately through non-technical means.
• Leads or participates in the development of the Agency Information Management Strategy (AIMS), Technology Recovery Plan, Business Continuity Plan, Software Management Plan, and other planning efforts.
• Formulates and implements IT policies, procedures, and standards.
• Represents the CIO in internal and external meetings, as necessary or requested.
• Advises management, staff, and clients on matters regarding IT trends and best practices of enterprise service solutions. Ensures compliance with the Authority’s IT Standards, Asset Management and Security policies and procedures, and related Department of Finance, SIMM, and SAM requirements.

KNOWLEDGE AND ABILITIES:

Knowledge of:
The principles of personnel management, supervision, and training; the department’s mission, policies, principles and practices; business management principles involved in strategic planning, resource allocation, leadership, coordination of people and resources; budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a manager’s responsibility for

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promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department’s Equal Employment Opportunity objectives and the processes available to meet equal employment objectives.

A supervisor’s responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment; and principles of personnel management, supervision, and training.

Emerging technologies and their applications to business processes; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department’s security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to:
Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department’s Equal Employment Opportunity objectives.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.
DESIRABLE QUALIFICATIONS:

- Experience with Amazon Web Services (AWS),
- Experience with Microsoft Office365
- Knowledge of virtual desktops such as Horizon View Virtual Desktop Infrastructure (VDI) and Amazon WorkSpaces.
- Experience with enterprise service support;
- Ability to prepare and produce clear and concise documentation (e.g., operations manual, disaster recovery procedures, operational recovery plans, security policies, etc.);
- Ability to meet business needs through innovative solutions;
- Ability to work in a fast-paced environment;
- Demonstrate a service oriented, customer relations-sensitive attitude;
- Ability to communicate effectively in a clear and concise manner;
- Ability to establish and maintain cooperative working relationships with all levels of staff and management, communicate effectively with peers, users, developers, management and others;
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment;
- Knowledge of server management and configuration, applications/systems analysis, design, and development;
- Knowledge and ability to learn modern information technology processes;
- Knowledge and ability to learn and understand the technical aspects of modern information technology management systems;
- Ability to work under pressure to meet deadlines;
- Willingness to work excess hours to achieve business results.
- Experience with managing a contract.
- Knowledge of information technology systems, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of the most complex information technology software systems.

SUPERVISION EXERCISED OVER OTHERS:

Directs a multi-disciplined staff consisting of state and vendor personnel at various levels who are responsible for the Authority’s IT infrastructure and client services and support.

PHYSICAL, MENTAL, AND EMOTIONAL ABILITIES:

The employee must be able to focus for long periods of time, multi-task, adapt to changes in priorities and complete tasks or projects with short notice. Incumbent will be required to use a computer, mouse and video display terminal and will be required to sit for long periods of time at a computer screen. The employee must develop and maintain cooperative working relationships and display respect for others in all contact opportunities.

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**WORK ENVIRONMENT:**

Employee will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate.

Employee must carry a cell phone and respond to calls after hours to provide resolution to IT system problems or other urgent business needs.

Employee may be required to travel outside of their work area to support Authority needs and provide expertise for IT operations.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Name of Employee: _________________________________

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<tr>
<th>Signature:</th>
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Name of Supervisor: _________________________________

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