

**DUTY STATEMENT**

GS 907T (REV. 03/05)

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

**11594-ETS**

EFFECTIVE DATE:

<b>DGS OFFICE OR CLIENT AGENCY</b> Admin Division - Enterprise Technology Solutions	<b>POSITION NUMBER (Agency - Unit - Class - Serial)</b>
<b>UNIT NAME AND CITY LOCATED</b> Customer Technology Services – West Sacramento	<b>CLASS TITLE</b> Data Processing Manager III
<b>WORKING DAYS AND WORKING HOURS</b> Monday through Friday 8 a.m. to 5 p.m.	<b>SPECIFIC LOCATION ASSIGNED TO</b> 707 Third Street, 3rd Floor
<b>PROPOSED INCUMBENT (If known)</b>	<b>CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)</b> 306-072-1393-925

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the general direction of the Chief, Customer Delivery Division (DPM IV), the incumbent directs the Customer Technology Services Section which oversees the Customer Support, Service Center, and Service Management Units.

<b>% of time performing duties</b>	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. <i>(Use additional sheet if necessary)</i>
35%	<p><i>All work is to be performed in accordance with State and Federal laws and rules, State Personnel Board, Department of Personnel Administration, State Administrative Manual (SAM), Government Code and other statutory mandates, and/or principles and guidelines of the Department of General Services (DGS) Executive Management.</i></p> <p>The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.</p> <p><b>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.</b></p> <p><b>ESSENTIAL FUNCTIONS</b></p> <p><b>Help Desk, Desktop Support and Service Management:</b> In order to ensure effective operation of the Customer Technology Services section, the incumbent directs unit in support of highly complex services to the DGS end user by providing direction, guidance and leadership to subordinate staff, in accordance with DGS policies, procedures and processes for IT management.</p>

**SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

<b>SUPERVISOR'S NAME (Print)</b> Ann Baaten	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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**EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

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.

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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<p>% of time performing duties</p>	<p>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. <i>(Use additional sheet if necessary)</i></p>
<p>25%</p>	<p><b>ESSENTIAL FUNCTIONS (Continued)</b></p> <ul style="list-style-type: none"> <li>• Develop, establish and implement short- and long-term section goals, objectives, and operating procedures; monitor and evaluate operational effectiveness of the Customer Technology Services Section by reviewing operational and customer service metrics and service and root cause analysis outcomes and directing improvement plans.</li> <li>• Ensure the development, execution and continued maintenance of Unit operational plans in support of mission/business critical operations and section and unit goals.</li> <li>• Plan and guide the communication of program goals, objectives and expectations of Section to management and subordinate staff in order to ensure alignment to goals, clarity of roles and responsibilities and effective operations.</li> <li>• Monitor performance metrics of Section; direct analysis and root cause determination; provide reporting of operational metrics, planned improvements and progress of improvements to management and customers; work closely with management and subordinate staff on service improvement; direct planning activities in support of service improvement.</li> <li>• Monitor and validate projects, deliverables and assignments for accuracy and completeness; ensure progress toward the successful completion of assignments or projects by assessing available resources using input from supervisors and redirecting resources as necessary.</li> <li>• Mentor and counsel managers and staff regarding proper IT management policies and procedures, ensuring compliance with state laws, regulations, and IT governance.</li> <li>• Build collaborative relationships with customers by engaging them formally and informally to discuss end user computing requirements in order to develop effective customer solutions.</li> <li>• Direct the resolution of call center issues assigned to the section, ensuring incidents are addressed timely and accurately.</li> <li>• Direct IT Service Management implementation to ensure continuous improvement of IT services through the use of proven best practice processes</li> <li>• Formulate, revise, and recommend technology policies and procedures and direct planning activities that are consistent with the State's IT governance model to ensure compliance with laws, regulations, and the above State IT policies, procedures and guidelines for development, enhancement and continual service improvement of first and second level support services, by researching industry best practices and lessons learned, existing and changing laws, regulations, polices and governance guidelines.</li> </ul> <p><b>Project Leadership:</b> In order to develop and implement the most technically advanced business solutions, the DPM III plans, direct and coordinate the work of multidiscipline staff and customer teams utilizing project management, communication, negotiation and leadership skills in accordance with the Administration's direction, statewide IT governance models, laws, rules, the above IT policies, procedures and guidelines.</p> <ul style="list-style-type: none"> <li>• Conduct, attend, and participate in project committee meetings and briefings with Executives, Customer Representatives, Office/Branch Chiefs, and executive level management for project sponsorship and direction.</li> <li>• Develop, validate, maintain and approve project charters, scope, budget, and timelines to ensure administration and business critical goals and objectives are met.</li> <li>• Ensure project deliverables meet stated project objectives.</li> <li>• Ensure IT security for projects by maintaining confidentiality of personal and enterprise data as well as integrity of the infrastructure.</li> <li>• Monitor and escalate, as appropriate, customer requests and project charters' scope, budget, and time lines to meet Administration and business critical goals and objectives.</li> <li>• Ensure the resolution of issues regarding the timely completion of customer requests and/or projects, within budget and/or scope.</li> <li>• Develop and implement project strategies to maximize best practices and increase the department's effectiveness in business systems in compliance with IT governance, policies and procedures and state laws and rules.</li> </ul>

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20%	<p><b>Communication:</b> In order to establish and maintain effective communication channels and to represent ETS on current Customer Technology Services management issues, the incumbent:</p> <ul style="list-style-type: none"> <li>• Attends and participates in meetings and briefings with the Director, Chief Deputy Director, Chief Information Officer, Deputy Directors, Client Executives, Office/Branch Chiefs and executive level management.</li> <li>• Establish and maintain cooperative relationships within the office, department and with other state agencies through presentations, forums, meetings and other forms of communications.</li> <li>• Informs the ETS executive and peer managers of Customer Technology Services activities and their impacts on the office and department.</li> <li>• Represents the Customer Technology Services section at meetings and conferences on IT management issues.</li> </ul>
15%	<p><b>Administrative/Supervisory Responsibilities and Employee Performance:</b></p> <p>Employee Leave Accounting: In order to maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of staff time and accurate reporting for activities of internal overhead distribution through the use of the Project Accounting and Leave (PAL) system in accordance with DGS policies and guidelines, Memorandum of Understanding provisions and CalHR laws and rules. In order to effectively manage, coach, and direct subordinate staff in accordance with DGS constructive intervention process, Office of Legal Services (OLS) direction, and established personnel, equal employment opportunity, and MOU provision, policies, rules, and regulations:</p> <ul style="list-style-type: none"> <li>• Grant or deny staff requests for time off or request to work overtime.</li> <li>• Ensure staff has sufficient leave credits available for requested leave.</li> <li>• Approve PAL entries for staff on dock or AWOL on or before the designed SCO payroll cut-off date (to ensure correct issuance of SCO warrant for payday).</li> <li>• Approve or disapprove PAL entries for staff within three working days after the completion of the pay period (to ensure correct issuance of SCO warrants and proper recording of time spent on work for internal customers).</li> <li>• Identify performance expectations utilizing probationary reports and/or Individual Development plans and convey expectations to the employee via written and verbal communication/direction.</li> <li>• Monitor performance through various production documents, supervisor's daily reports, personal observations, one-on-one meetings and by following-up with employee to ensure that performance expectations are being met.</li> <li>• Provide feedback to employees on performance noting exceptional performance as well as areas of improvement through regular discussions.</li> <li>• Sustain employee performance using the departmental constructive intervention and progressive discipline principles and processes.</li> <li>• Assess and provide staff training, methods, priorities and deadlines and approves formal training plans necessary to perform tasks effectively.</li> <li>• Prepare daily, weekly and monthly management unit reports for the CIO using established ETS forms and report formats.</li> </ul>
5%	<p><b>MARGINAL FUNCTIONS</b></p> <ul style="list-style-type: none"> <li>• Facilitate multi-agency/multi-divisional workgroups, teams, and committees.</li> <li>• Develop and conduct high-level briefings and presentations to key managers and Executive staff.</li> <li>• Conduct analysis and write reports on a number and variety of policy, planning and administrative issues utilizing input from staff, customers, peers and independent research in accordance with the direction of the DGS CIO, the department's executive management, and applicable sections of SAM, SIMM, IT MM's, and IT BL's.</li> </ul> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Principles, practices, and trends of public administration, including management, organization,</p>

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	<p>planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals and policies; department's Equal Employment Opportunity Program objectives; a manager's role in the Equal Employment Opportunity Program and the processes available to meet affirmative action objectives, principles of the governmental functions and organizations at the State level, including the legislative process.</p> <p><b>Ability to:</b> Develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of others; and effectively contribute to the department's Equal Employment Opportunity objectives.</p> <p><b>DESIRABLE QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Customer service experience.</li> <li>• Project and Portfolio Management experience.</li> <li>• Knowledge and experience in IT Service Management best practices such as Microsoft Operations Framework (MOF) and Information Technology Infrastructure Library (ITIL).</li> <li>• Ability to successfully lead and mentor a team of IT professionals.</li> <li>• Exhibit excellent written and verbal communication skills; including experience in oral presentations.</li> <li>• Receptive to ideas from managers, peers, staff and customers.</li> </ul> <p><b>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Fast-paced and fluid professional office environment that requires strong leadership, teamwork, and ability to meet deadlines and tolerate stress.</li> <li>• Appropriate dress for professional office environment.</li> <li>• Frequent daily use of a personal computer, related software applications, and various peripherals at a workstation.</li> <li>• Requires carrying a mobile phone during and after business hours in order to respond to IT service outages.</li> <li>• Occasional travel alone locally for meetings and occasionally out of town</li> <li>• May require some weekend and evening work.</li> </ul> <p><b>ADDITIONAL QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the DGS technology environment.</li> <li>• Previous experience working at the departmental level interacting with executives and staff.</li> <li>• Ability to translate technology and business trends into leadership vision.</li> <li>• Ability to represent the Department both within and outside the organization and gain support for departmental goals.</li> <li>• Lead team building efforts.</li> </ul> <p><b>INTERPERSONAL SKILLS</b></p> <ul style="list-style-type: none"> <li>• Ability to act tactfully in difficult situations; negotiate and resolve issues without confrontation.</li> <li>• Demonstrated ability to act independently with flexibility and tact.</li> <li>• Positive attitude and self-confident.</li> <li>• Ability to work well independently and in groups.</li> <li>• Ability to take initiative; be detail-oriented and strive for efficiency and excellence.</li> <li>• Ability to identify, define and articulate issues and risks also track, and facilitate and monitor their resolution.</li> </ul> <p><b>SPECIAL PERSONAL CHARACTERISTICS</b></p>

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	<ul style="list-style-type: none"><li>• Positive attitude and confidence</li><li>• Ability to work well independently and in groups; receptive to ideas from Executive Management, staff and clients</li><li>• Ability to take initiative; be detail-oriented and strive for efficiency and excellence</li><li>• Ability to identify, define and articulate issues and risks and to track, facilitate and monitor their resolution</li></ul>