

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-

11264-ETS

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Admin Division - Enterprise Technology Solutions	POSITION NUMBER (Agency - Unit - Class - Serial) 306-072-1384-906
UNIT NAME AND CITY LOCATED Service Management – West Sacramento	CLASS TITLE Data Processing Manager II - Limited Term 12 mon
WORKING DAYS AND WORKING HOURS Monday through Friday 8 a.m. to 5 p.m.	SPECIFIC LOCATION ASSIGNED TO 707 Third Street, 3rd Floor
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) - - -

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 general supervision of the Customer Technology Services Section Chief, the Data Processing Manager II provides strategic leadership and oversight of all IT Service Management disciplines and practices adopted across the IT organization.

% 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. <i>(Use additional sheet if necessary)</i>
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35%	<p><i>All work is to be performed in accordance with State and Federal laws and rules, State Personnel Board, CalHR, 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>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.</p> <p>ESSENTIAL FUNCTIONS</p> <p>IT Service Management Lead the establishment, implementation, operation, monitoring, and improvement of common service management practices across ETS in the delivery of IT services to all customers. Primary areas of focus include:</p>
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SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print) Terri Bollinger	SUPERVISOR'S SIGNATURE	DATE
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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.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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30%	<p>IT Service Management (Continued)</p> <ul style="list-style-type: none"> • Incident, Service Request and Problem management; including the communication of major incidents to internal and external customers; as well as the coordination of response from first incident report to closure. • Configuration Management; including the design, implementation and maintenance of a Configuration Management Database (CMDB). • Knowledge and Training Management; including the assessment of skills and identification of training needs within the IT organization. • Change Management; including the assessment of the current Change Management process and continuous improvement. • Release and Deployment Management; including development of the process, implementation, and continuous improvement. • Asset Management; including development of a Software Management Plan; asset management process, implementation and continuous improvement. • IT Service Management Tools and Reporting; including the analysis, implementation, and system administration of enterprise ITSM tools; understanding and effective use of key performance indicators for managing service delivery and the design and provisioning of self-service, ad-hoc, and standardized reports for management support, and operational and strategic planning. • Gather best practices; align goals and objectives with Service Management Operational Plan. <p>Project Leadership</p> <p>In order to develop and implement solutions to technological, organizational and managerial problems, plans, direct, coordinates and oversees 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"> • 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. • Oversees the performance of contractors, consultants and vendors in order to ensure that desired levels of service are provided. • Ensures proactive communication with customers and management to keep them abreast of project status using project meetings, e-mail and status reports • Plan proper allocation of resources to meet the timeframes requested by the customer within the organization that delivers the service. • Review and approve project charters, scope, budget and timelines to ensure they meet administration critical goals and objectives • Oversee the work of multidiscipline staff and customer teams to ensure project deliverables meet stated project objectives and adhere to the project schedule. • Ensure IT security for projects maintaining the integrity and confidentiality of personal and enterprise data. • Monitor and escalate to Governance, as appropriate, customer requests and project charters' scope, budget and timelines to meet administration and business critical goals and objectives. • Troubleshoot issues that become a barrier to the completion of customer requests and/or projects being on time, within budget and/or within scope.
15%	<p>Administrative and Supervisory Responsibilities</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 State Personnel Board and Department of Personnel Administration laws and rules:</p> <ul style="list-style-type: none"> • Grant or deny staff requests for time off or request to work overtime and validate that staff has sufficient leave credits available for requested leave. • Review and 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) • Approve or deny 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 clients)

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	<p>Employee Performance: 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"> • Identify performance expectations utilizing probationary reports and/or Individual Development plans and convey expectations to the employee via written and verbal communication/direction. • 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. • Provide feedback to employees on performance noting exceptional performance as well as areas of improvement through regular discussions. • Sustain employee performance using the departmental constructive intervention and progressive discipline principles and processes. • Assess and provide staff training, methods, priorities and deadlines and approves formal training plans necessary to perform tasks effectively. • Prepares daily, weekly and monthly management unit reports to Section Manager/CTO using established ETS forms and report formats. <p>Staffing Level Responsibilities: In order to avoid the loss of coded budgeted positions and to maintain adequate staffing levels:</p> <ul style="list-style-type: none"> • Follow the Request for Personnel Action (RPA) process for recruitment of vacant or new positions. • Review the duty statement and organizational chart provided by the Personnel Liaison (PL) for accuracy on the specific position being recruited. • Conduct hiring interviews after verifying eligibility with the Office of Human Resources (OHR) staff. • Advise all appropriate personnel of candidate selection/proposed hire securing departmental approvals, ensuring pre-hiring requirements (documents) are completed and cleared by OHR, and proposed start date has been communicated to OHR through telephone or email communication. <p>Communication</p> <p>In order to establish and maintain effective communication channels and to represent ETS on current Customer Technology Services management issues:</p> <ul style="list-style-type: none"> • Attend and participate in meetings and briefings with the Director, Chief Deputy Director, Chief Information Officer, Deputy Directors, Client Executives, Office/Branch Chiefs and executive level management. • Establish and maintain cooperative relationships within the office, department and with other state agencies through presentations, forums, meetings and other forms of communications. • Inform the ETS executive and peer managers of Customer Technology Services activities and their impacts on the office and department • Represents the Customer Technology Services section at meetings and conferences on IT management issues. <p>15%</p> <p>MARGINAL FUNCTIONS</p> <ul style="list-style-type: none"> • Provides a high level of assistance and expertise in reaching organizational goals, including responsibility for policy and program evaluation and recommendations • May be called on to provide back up or support for peer managers due to absence or workload requirements. <p>5%</p> <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, 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 Affirmative Action Program objectives; a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p>

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	<p>Ability to: 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 affirmative action objectives.</p> <p>DESIRABLE QUALIFICATIONS</p> <ul style="list-style-type: none"> • Information technology background, experience and education • ITIL and/or ITSM experience/training • Strong analytical and communication skills • Experience at the managerial level developing and implementing department and statewide policies • Experience at the managerial level organizing, planning, and directing the work of other managers and staff • Experience at the managerial level communicating across all lines of business and to the Executive Team, management, and rank and file • Experience at the managerial level building strong business relationships with staff from internal and external groups including control agencies and the Legislature <p>SPECIAL PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Ability to act independently, be open-minded, and be flexible to ideas, recommendations and solutions of others. • Ability to be tactful and productive in all situations and adapt to constantly changing priorities with little or no warning. • Ability to work effectively under tight time constraints, client demands and multiple deadlines. • Ability to resolve personal and professional disagreements quickly and effectively. • Ability to interpret state and departmental policy and procedure manuals. • Ability to focus on customer service. • Ability to focus on details as well as big picture. <p>INTERPERSONAL SKILLS</p> <ul style="list-style-type: none"> • Works effectively and cooperatively in a team-oriented environment • Demonstrates leadership and initiative • Takes and follows direction from manager • Communicates effectively with customers, peers and management • Ability to be creative, highly motivated, and handle rapidly changing priorities <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> • Analytical Thinking • Creative Thinking • Planning and Organizing • Managing Work • Organizational Awareness • Ethics and Integrity • Forward Thinking • Technical/Professional Knowledge and Skill • Thoroughness • Written Communication <p>WORK ENVIRONMENT</p> <ul style="list-style-type: none"> • Work effectively under stress and deadlines. • Work occasional long hours. • Wear appropriate attire for a professional office environment.