



# career opportunity

## California Department of Technology

Account Management Branch/Customer Delivery Division

Data Processing Manager II \$6,298 - \$8,279

Permanent/Fulltime

Final File Date: 11/03/16 or until Filled



### Who Are We?

The Department of Technology is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, the Department of Technology delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.



The Customer Delivery Division acts as a liaison and interface between our department and the customer organizations we serve. The division supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.



### What You'll Be Doing...

The Data Processing Manager (DPM) II manages and oversees the Customer Service staff and Account Representatives within the Customer Service Section and provides communication support for the branch. The DPM II provides leadership, supervision, guidance, mentoring, and support for the staff within the Customer Service Section, interacts with California Department of Technology (CDT) management and staff to ensure the highest level of customer service possible, and various departmental Chief Information Officers and other high level managers and technical staff to ensure the departments' current and future Information Technology (IT) needs are in alignment with the State's IT Strategic Plan. The DPM II also manages administrative processes, including budget planning and tracking and authorizations for vacation, sick leave, overtime, and travel.



For a more complete job description, click on this link to view the Duty Statement:  
[Data Processing Manager II](#)



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## Who We're Looking For

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Supervisory experience.
- Ability to develop positive working relationships with, and provide leadership to, all levels of State staff and external stakeholders.
- Expertise in communication and presentation skills.
- Technical knowledge in a wide range of IT subjects, and a thorough understanding of industry trends
- Ability to use technology and repeatable processes to achieve the highest level of productivity.
- Knowledge of the State IT Strategic Plan, CDT services, and how emerging technologies might enhance CDT's ability to meet future client needs.
- Knowledgeable in IT, change management processes, performance measurement methods, statewide protocols and procedures, governmental RFP, budget, and project approval processes.
- Experience in defining business and technical requirements, evaluating plans and outcomes, and leading the development of IT documents, such as S1BAs, RFPs, and BCPs.

## How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY  
P. O. Box 1810  
Rancho Cordova, CA 95741-1810  
Attn: De Ann / RPA #16-099  
Inquiries: Alex Bessonov (916) 431-5476

**When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application, as well as your eligibility in the Explanations box; otherwise, your application may not be processed.**

To be considered for the position of a **Data Processing Manager II** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

## The Fine Print...

Applications will be accepted only from individuals currently at the **Data Processing Manager II** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

