

**DUTY STATEMENT**

TECH 052 (REV. 08/2015)

**PROPOSED**

RPA NUMBER (HR USE ONLY)

16-076

**ALERT: This form is mandatory for all Requests for Personnel Action (RPA).**

**INSTRUCTIONS:** Before completing this form, read the instructions located on last page.

**SECTION A: Position Profile**

A. DATE 9/30/2015	B. APPOINTMENT EFFECTIVE DATE
C. CURRENT POSITION NUMBER 695-340-1387-001	D. PROPOSED POSITION NUMBER (LAST THREE (3) DIGITS ASSIGNED BY HR)
E. DIVISION / BRANCH / UNIT / PHYSICAL LOCATION OF POSITION Customer Delivery Division, Account Management Branch, Rancho Cordova	
F. CLASSIFICATION Data Processing Manager IV	G. INCUMBENT NAME Vacant
H. SUPERVISOR NAME AND CLASSIFICATION Rolundia Mitchell, Deputy Director (CEA)	I. POSITION REQUIRES A FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) Monday – Friday 8:00am – 5:00pm	K. POSITION REQUIRES DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

**SECTION B: Position Functions and Duties**

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p><b>Organizational Setting and Major Functions</b></p> <p>Under the general direction of the California Department of Technology (CDT) Customer Delivery Division (CDD) Deputy Director, the Data Processing Manager (DPM) IV, or Branch Chief, has full management responsibility for the Account Management Branch (AMB). The AMB Branch Chief/DPM IV implements the vision and strategic direction set by the Division Deputy Director (CEA) in support of statewide strategic planning and technology initiatives and has departmental and statewide impact and influence on the current and future services offered by CDT.</p> <p>The AMB Branch Chief/DPM IV spends a significant amount of time meeting with customers at their locations, attending Statewide Information Technology (IT)-focused hearings, meetings and planning sessions as CDT’s representative, networking with customers, strategic partners, CDT staff, and other State departments, establishing customer feedback, and managing processes to monitor customer satisfaction with services provided. The AMB Branch Chief’s depth of understanding of customers’ strategic plans is instrumental in the development of new CDT services.</p> <p>The AMB Branch Chief/DPM IV develops and maintains a close working relationship with all other branches and divisions within the California Department of Technology so that CDT and customer strategic plans and IT policies are effectively communicated to all.</p> <p>The AMB Branch Chief/DPM IV possesses a mastery level of IT knowledge and marketing skills and ensures monolithic/silo applications are not perpetuated in future development processes. The incumbent works directly with high-level State and private sector executives to advocate for technology solutions that are in alignment with the State IT Strategic Plan. The AMB Branch Chief/DPM IV has a broad knowledge of the State’s business needs and IT requirements, CDT services, principals of organizational development, performance measurement methods, the Information Technology Information Library framework, Service Management and associated best practices, knowledge of statewide protocols and procedures, and governmental BCP, RFP, budget, and project approval processes. Additionally, the incumbent possesses a complete understanding of the State IT Strategic Plan and CDT shared services that lead to increased efficiencies and savings for customer departments.</p>
<p>% of time performing duties 30%</p>	<p><b>Essential Functions</b> (Percentages shall be in increments of 5, and should be no less than 5%.)</p> <p><u>Strategic Planning and Marketing:</u></p> <ul style="list-style-type: none"> <li>• Develop, implement and manage the CDD Business Plan (strategic, operational, and risk) and performance tracking.</li> <li>• Oversee staff’s participation in customers’ Strategic Plan development process, focusing on alignment with statewide plans and practices.</li> <li>• Oversee communication of customer strategic plans to CDT management so they are reflected in CDT Strategic and Tactical plans.</li> </ul>

- Oversee communication of CDT policies and strategic direction to customers.
- Oversee development, design and implementation of customers' mission-critical technical solutions, while ensuring that monolithic or silo applications are not perpetuated in new development.
- Oversee conversion of customers' silo applications or systems to CDT shared services.
- Assure identification of common needs amongst customers, and associated development of shared, cost-effective solutions.
- Actively participate in development of new CDT services and rate-setting, as a customer advocate.
- Actively participate in development of CDT policies.
- Proactively recommend service and process improvements.
- Actively market and promote the use of CDT's shared services.

25%

Communication:

- Act as the communications link between CDT Executive staff and CDD staff.
- Direct the development of Memos of Understanding, Statements of Work, and other legal documents.
- Direct the development and implementation of a CDD communication plan and oversee the tracking of compliance to the plan.
- Direct communications to customers and provide a consistent, unified message regarding CDT policies, events, and services for all CDD staff.
- Implement individual communication plans for customers.
- Represent CDT/CDD at various customer and Statewide IT events.

20%

Service Management and Issue Resolution:

- Consult with executive management and ensure coordination of subject matter experts on a wide range of shared services issues.
- Oversee management of service escalations to resolution.
- Direct AMB participation in CDT service improvement projects.
- Oversee collaboration with CDT management and staff on process and service improvement.
- Direct negotiation and management of customer IAAs and associated documents.
- Oversee the identification of potential new CDT services to meet customer needs, and AMB participation in service decommissioning.
- Direct analysis and resolution of the most complex technological issues.
- Ensure management of customer application assessments.
- Direct the development and use of repeatable processes for providing customers with cost estimates.

10%

Leadership, Mentoring and Supervision:

- Manage, develop and measure the performance of CDD teams.
- Oversee the development and mentoring activities of CDD staff.
- Establish a code of conduct and operating guidelines for CDD teams.

10%

Operational Planning and Management:

- Manage CDD operations.
- Develop and manage the CDD business plan and budget.
- Develop, implement and oversee the use of customer service escalation processes.
- Establish, model and verify tool use by CDD teams, including devices (e.g. laptops, PDAs), media (e.g. MS Communicator, SharePoint), and applications (e.g. the Service Catalog, Remedy, and CRM).
- Oversee the development, management and adoption of Service Improvement efforts.
- Manage the establishment and modeling of standard practices and procedures for the CDD teams.
- Oversee communication of CDT processes, standards, and procedures to customers.
- Oversee management of customer requests and incidents to resolution.
- Oversee development, management and use of customer profile, and customer application library processes.
- Oversee development and management of customer escalation processes.
- Evaluate the outcomes of the periodic audits of the customer application library.

<p style="text-align: center;">% of time performing duties 5%</p>	<p><b>Marginal Functions</b> (Percentages shall be in increments of 5, and should be no more than 5%)</p> <p><u>Analysis:</u></p> <ul style="list-style-type: none"> <li>• Ensure information gathering and analysis of revenue potential from customers for use in CDT strategic planning.</li> <li>• Ensure the analysis of incidents, work orders, and service requests, determination of trends, and recommendations for service improvements based on the results.</li> <li>• Ensure the analysis of customer service usage and development of proposals for improvements or cost-saving measures.</li> <li>• Ensure analysis of incidents and work orders and determination of trends.</li> </ul>
	<p><b>Work Environment Requirements</b></p> <ul style="list-style-type: none"> <li>• The AMB Branch Chief/DPM IV carries a mobile device during working hours and off-shift, and works evenings and weekends as required.</li> <li>• The AMB Branch Chief/DPM IV uses desktop virtualization software from off-site locations, accesses CDT's applications or systems for information, and uses instant messaging and other IT tools to enhance communication.</li> </ul>
	<p><b>Allocation Factors</b> (Complete each of the following factors.)</p> <p><u>Supervision Received:</u></p> <p>The Data Processing Manager IV receives general direction from the CDD Deputy Director (CEA). Assignments made by the Deputy Director will be general in nature, accompanied by any special constraints or requirements. The incumbent will be responsible for analysis, planning and implementation of these assignments.</p> <p><u>Actions and Consequences:</u></p> <p>The DPM IV exercises initiative, independence of action and originality; demonstrates tact; and exercises sound judgment that recognizes the best interests of the State, CDT and customers. The decisions made will impact citizens throughout California in regards to IT solutions, taxpayer expenses, and IT accessibility. Key clients impacted by these decisions include the Department of Health Services, Department of Social Services, Department of Child Support Services, Employee Development Department, CalTrans, State Controller's Office, and the Department of Corrections and Rehabilitation. The DPM IV's recommendations influence policy that supports millions of dollars spent by state agencies each fiscal year. Media and legislative interest in IT spending has increased along with the State's IT investments and it is imperative that the Division's direction in regards to the best technology solutions withstand the increased scrutiny. The consequences of poor judgment include loss of customer allegiance and revenue, inability of customers to meet Federal reporting requirements, undermining of CDT's reputation as a leading IT knowledge and resources provider, and a loss of confidence by customers and the State Legislature.</p> <p><u>Personal Contacts:</u></p> <p>The DPM IV represents CDT at meetings, councils, and committees with customers, stakeholders, and control agencies. The DPM IV makes regular contact with department/agency heads, the Legislature, the Governor's Office, the State CIO, and other key stakeholders. It is imperative for the AMB Branch Chief to be at this level to be influential to these parties and gain their buy-in and confidence.</p> <p><u>Administrative and Supervisory Responsibilities:</u> (Indicate "None" if this is a non-supervisory position.)</p> <p>The DPM IV plans and manages budgeting for the AMB. The incumbent manages recruiting, selecting, placement and development of AMB personnel, and assists in recruitments for other CDT entities. The incumbent oversees vendor and consultant contracts.</p> <p><u>Supervision Exercised:</u></p> <p>The DPM IV will act as the AMB Branch Chief, and will have full management responsibility for the AMB.</p>

**Other Information**

**Desirable Qualifications:** (List in order of importance.)

- Technical expertise on a wide range of IT subjects, a thorough understanding of industry trends and CDT services.
- Expertise in customer satisfaction methodologies.
- Proficiency in the State's budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies.
- Understanding of project management methodologies and ability to use them effectively.
- Aptitude to develop strategic alliances with CDT customers, vendors, and service providers.
- Ability to advocate performance monitoring and measurement.
- Ability to employ organizational development and IT change management practices.
- Expertise at evaluation and prioritization of IT needs and options, and ability to incorporate them into CDT's Strategic Plans.
- Ability to use technology, tools and repeatable processes to achieve the highest level of productivity, and to model and advocate such tool use to all CDD staff.
- Possess the highest level of communication and presentation skills.
- Ability to develop positive working relationships with, and provide leadership to, all levels of State staff and external stakeholders.
- Understanding of IT architecture and the implications statewide IT plans have on CDT.
- Ability to provide policy guidance and clarification to the highest level IT managers in the State, and the ability to plan for change.
- Ability to play a vital role in the identification of the impact that policies will have on both internal and external customers, so requirements can be addressed on a proactive basis and customers' business needs are met through CDT services.

**INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.**

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

**SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.**

SUPERVISOR NAME (PRINT) Rolundia Mitchell	SUPERVISOR SIGNATURE	DATE
--	----------------------	------