career opportunity

Office of Technology Services

Operations Center/Level 1 Support
Information Technology Supervisor II
Position available on Day Shift: 7:00 AM – 3:30 PM
$6,426 - $8,611
Permanent/Fulltime
Final File Date: March 27, 2018

Who Are We?

The Department of Technology's Office of Technology Services (OTech) 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, OTech 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 Operations Division has two branches responsible for the operations and support of OTech's technical infrastructure. The technical infrastructure consists of a variety of hardware, operating systems, network systems (local and statewide), software, applications, and raised-floor facilities at multiple locations throughout the state.

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 of our talented staff. This position is located in Rancho Cordova with free parking.

What You'll Be Doing…

As an Information Technology Supervisor II (IT Supervisor II) you will be responsible for managing the workload and staff who perform the following tasks in support of the California Department of Technology service offerings: receive communications by e-mail and telephone of service outage, or requests for service initiation, from internal and external customers; document all communications in the Department's Information Technology Service Management (ITSM) software; communicate with service support groups, customers, and management regarding ongoing operations, and the status of open issues; monitor systems, responding to alerts using pre-defined scripts and processes, and escalating to advanced service support personnel as necessary; start and stop process jobs in response to customer requests; and, perform routine maintenance on systems using pre-defined, repeatable, and routine procedures. The IT Supervisor II will be assigned a primary team and work schedule, but may occasionally supervise other teams and work other schedules, depending on staffing and coverage requirements.

If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and analytical skills to work, this could be the position for you.

For a more complete job description, please see the following duty statement(s): **Information Technology Supervisor II**

California DEPARTMENT OF TECHNOLOGY

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:

- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
- Ability to exercise initiative and good judgment, and make timely and effective decisions while maintaining diplomacy, tact, and professionalism.
- Ability to adapt well to changing priorities and provide leadership to staff during periods of change.
- Ability to learn new technologies, techniques, and concepts, and use them to effectively manage data processing systems.
- Knowledge of principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.
- Knowledge of Microsoft Office (MS) software applications including, but not limited to, MS Word, MS Excel, MS PowerPoint, MS Visio, and MS SharePoint.
- May be required to travel for business purposes to customer sites primarily within Sacramento County; however, may need to occasionally travel to other locations within California.

How to Apply…

Interested applicants must submit a State application and a **Statement of Qualifications (SOQ)** electronically or to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Nicole 17-192 / JC 100843
Inquiries: Michelle Duran (916) 228-6458

Your response to the SOQ should be no more than two (2) pages in length, and should be formatted with a font of 12pt Arial, and margins on the top, bottom and sides of the pages of no less than ¾ of an inch. Each page should include your name with "Statement of Qualifications" appearing below it in the page header, and the header contents should be centered.

1. Describe how your work experience and education qualifies you for the role and responsibilities of this position.
2. Describe your experience with analyzing technical issues, and communicating effectively with both technical and non-technical stakeholders.
3. Describe your experience managing a technical and analytic workforce to deliver quality customer service.

Applications without an SOQ may not be considered. 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 unless submitting electronically; otherwise, your application may not be processed.

To be considered for the position of an Information Technology Supervisor II classification, you must first obtain list eligibility by taking the online exam; unless, you are currently in the classification, eligible for transfer, eligible for reinstatement, eligible for a Training and Development assignment, or have SROA and/or Surplus eligibility. Visit our Career Opportunities webpage at https://cdt.ca.gov/career-opportunities/state-hiring process for information and instructions on the hiring process. Please visit https://jobs.ca.gov/ to submit an application electronically or to take an examination.

The Fine Print…

Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

PROPOSED

RPA NUMBER (HR USE ONLY)
17-192

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 3/1/18	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant

D. CIVIL SERVICE CLASSIFICATION Information Technology Supervisor II	E. POSITION WORKING TITLE Service Desk Supervisor II

F. CURRENT POSITION NUMBER 695-352-1404-xxx (006)	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Operations Center, Level 1 Support, Gold Camp Campus	I. SUPERVISOR NAME AND CLASSIFICATION Curtis A. Cadwallader, Information Technology Manager I

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) *MONDAY - FRIDAY, 7:00 A.M. – 3:30 P.M.*	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO
		DRIVING AN AUTOMOBILE ☐ YES ☒ 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).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)
☐ Business Technology Management ☐ IT Project Management ☒ Client Services
☐ Information Security Engineering ☐ Software Engineering ☐ System Engineering

Organizational Setting and Major Functions

Under the general direction of the Information Technology Manager I, the Information Technology Supervisor II (IT Supervisor II) is responsible for managing the workload and staff who perform the following tasks in support of the California Department of Technology service offerings: receive communications by e-mail and telephone of service outage, or requests for service initiation, from internal and external customers; document all communications in the Department's Information Technology Service Management (ITSM) software; communicate with service support groups, customers, and management regarding ongoing operations, and the status of open issues; monitor systems, responding to alerts using pre-defined scripts and processes, and escalating to advanced service support personnel as necessary; start and stop process jobs in response to customer requests; and, perform routine maintenance on systems using pre-defined, repeatable, and routine procedures. The IT Supervisor II will be assigned a primary team and work schedule, but may occasionally supervise other teams and work other schedules, depending on staffing and coverage requirements.

% of time performing duties	**Essential Functions** (Percentages shall be in increments of 5, and should be no less than 5%.)
35%	**Staff and Workload Management** Responsible for ensuring that all Service Desk responsibilities are executed accurately and professionally, either by subordinate staff, or by the IT Supervisor I. All incoming communications reporting service degradation or disruption must be handled according to standard processes and in a manner which exemplifies "excellent customer service". The IT Supervisor II is responsible for being situationally aware of all Incident, Service Requests, and Change Requests that may impact the California Department of Technology's customers during the shift. Communications must be monitored and responded to in a timely and professional manner. Issue escalations must be communicated and managed using a collaborative approach that fosters good working relationships with the management and staff of other service support groups. Tasks will include, but not be limited to:

- Manage all requests for service and reports of service disruption that arise on your assigned shift or are inherited from another shift. This will include all incidents, work orders, and/or service requests that are received in the Operations Center.
- Escalate incidents and service requests on behalf of customers and take responsibility for those that are escalated to you.
- Own all incidents and service requests that are active during your shift regardless of how they originated.
- Actively monitor and engage with staff to ensure that phone calls and e-mails are handled promptly, accurately, and in accordance with the characteristics that define "excellent customer service".
- Ensure that upper management and customers are kept informed of the progress on their incident or service request.
- Monitor the staff who answer incoming phone calls to ensure that high standards in telephone etiquette are maintained.
- Review and monitor the Remedy records created and updated by the Operations Center staff during your shift to ensure that entries are accurate, grammatically correct, and timely.
- Ensure that adequate staff are assigned to work to cover the anticipated workload, and take appropriate action to ensure that the Operations Center productivity is not impacted by inadequate staffing.
- Respond to assignments quickly, submitting work that is of high quality in terms of accuracy and completeness.
- Regularly communicate with customers' representatives, providing information, status updates, and responses to inquiries tactfully.
- Participate in project assignments and work collaboratively with other staff and support groups, willingly taking on new and expanded duties and responsibilities.

30%	**Unit Supervision**

Responsible for the performance of unit employees, including establishing performance expectations, annually updating duty statements, completing individual development plans, completing probationary reports, and implementing performance management, which shall include corrective and disciplinary actions as necessary. The IT Supervisor II shall encourage team building, facilitate cross training, and promote continuous improvement; use motivational techniques, provide training for employees, and create a positive climate for change. Tasks will include, but not be limited to, the following:

- Hire, train, mentor, evaluate, counsel, and coach staff. Take responsibility for their actions, behavior, and performance.
- Schedule periodic reviews of staff to examine their work product and work history, and provide the staff with accurate and fair feedback to ensure that they are successful in their endeavors.
- Address any issues in work quality, productivity, and behavior immediately by gathering facts, reviewing policy, performing analysis, and conducting a meeting with the staff person in question. Keep your supervisor informed of any such situation.
- Implement progressive discipline and take corrective action early.
- Ensure that staff maintain regular and consistent attendance, appearing ready, willing, and able to work for the shifts they are assigned. Ensure that staff report for duty on time, work productively during their shift, observe the policies governing attendance, breaks, and leave, and manage their time wisely.
- Rotate duties among staff evenly, depending on knowledge and skills, so that all staff participate in all duties, cross-training is achieved, and skills are exercised and maintained.

- Communicate policies, rules, and regulations to staff to ensure that they are aware of the workplace expectations and are in compliance with them.
- Provide staff with adequate training for them to be able to perform their assigned job duties. Adequate training can be provided in a classroom setting or electronically, consist of on-the-job training by coworkers, or consist of mentoring performed by co-workers or management.
- Ensure that staff are provided with processes and procedures that define how tasks are to be completed. Monitor the staff to ensure that these processes and procedures are followed.
- Communicate expectations to staff in a consistent and frequent manner, ensuring that all staff hear the same message and that all staff are held to the same standard.
- Monitor and manage staff's work productivity and engagement, minimizing disruption, distraction, and work-avoidance.
- Survey customers to obtain feedback and evaluation of customer service. Address any sign of customer dissatisfaction.
- Develop and mentor staff to encourage career development and enable them to independently perform their assignments with general supervision.

20%

Operational Process Management

Review and assess current Operations Center processes for accuracy and efficiency. Verify that staff is fully trained on process execution and possess skills commensurate with their classification. Identify gaps and vulnerabilities, and recommend solutions. Maintain documentation and libraries of information on systems, standard scheduled operations, approved processes, and subject matter expert contact information. Schedule periodic process review and training activities, including discussions, presentations, and table-top exercises. Participate in Change Advisory Board and Disaster Recovery meetings, activities, and exercises. Tasks will include, but not be limited to, the following:

- Develop processes and procedures that guide staff in the proper method of performing the duties they are assigned.
- Regularly review and update all processes and procedures, and get staff buy-in in their maintenance.
- Maintain a resource repository and ensure that staff utilize it to complete their tasks.
- Document processes and procedures that govern interaction with other support groups, and ensure that staff are aware of these.
- Document all agreed upon methods of communication and escalation, and ensure staff are aware of these.
- Document and track the tasks and assignments that are given to staff, ensuring that the assignment is appropriate with the classification of the staff person to whom it is assigned.
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10%

Administrative Duties and Responsibilities

Monitor interactions with internal and external customers to ensure a consistent and positive relationship between them and the Service Desk. Review responses to incidents and assigned tasks to ensure that proper actions were undertaken and communications were provided to achieve a high degree of customer satisfaction. Create reports and documents in response to inquiries from customers and management. Encourage staff to provide excellent customer service and model the behavior that will result in positive customer feedback. Tasks will include, but not be limited to, the following:

| % of time performing duties **5%** | Learn, review, monitor, and enforce all applicable workplace policies. This includes policies on Attendance, Workplace Violence, Discrimination, Harassment, Leave usage, Departmental Resources usage, Incompatible Activities, and Security. Develop appropriate policies governing work processes, personal behavior, and customer support. Communicate policies to staff and ensure their active awareness and compliance. Maintain awareness of organizational projects, initiatives, objectives, and goals, and ensure that your staff also do so. Ensure that staff attend required or recommended training on organizational policies and projects. Support organizational goals, objectives, and plans, and ensure that your staff also do so. Plan and manage the staff work to align with Branch and Departmental goals, objectives, initiatives, and vision. Comply with health and safety procedures to ensure a safe working environment. Ensure that staff are in compliance with security, data protection, and data confidentiality policies. Ensure that staff submit timesheets accurately and timely, and ensure that all approvals are obtained prior to month-end processing. Modify and update duty statements as needed. Comply with all policies and procedures that define the hiring process within the Department. **Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.) May serve as a member of the Emergency Response Team. Contribute to budget and purchase activities, as required. **Work Environment Requirements**
This position requires the Information Technology Supervisor II to maintain consistent and regular attendance; communicate effectively (verbally and in writing, if both are appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely, effective, and efficient manner; and, adhere to all policies and procedures regarding attendance, leave, and conduct. The following technical knowledge and skills proficiencies must be acquired and maintained: Microsoft Office (MS) software applications including, but not limited to, MS Word, MS Excel, MS PowerPoint, MS Visio, and MS SharePoint. Principles and practices of data export and import, data manipulation, metrics, and the use of data in tables, charts, and graphs. Principles and practices of computer desktop usage, data processing system communications, networking tools and concepts, peripheral device usage and communications, and web application components and usage. Principles and practices of mainframe operations including, but not limited to, knowledge of mainframe customers, systems, applications, and maintenance schedules. The IT Supervisor II may be required to work outside of standard business hours, be available for any one of three available shifts (Day, Swing, Grave), and be available via mobile communication device. |

The IT Supervisor II may be required to travel for business purposes to customer sites primarily within Sacramento County; however, may need to occasionally travel to other locations within California.

Allocation Factors (Complete each of the following factors.)

Supervision Received:
General supervision received from the Information Technology Manager I.

Actions and Consequences:
The IT Supervisor II mentors and leads a team of technology professionals whose action or inaction may have significant impact on the information systems supporting critical programs within numerous State and Local Government agencies. The IT Supervisor II has significant responsibility for good judgment, appropriate response, and proactive engagement. Poor decisions, judgment, management, and/or recommendations regarding these systems could result in client dissatisfaction, significant budgetary losses to the State due to extensive service disruption and public embarrassment to the Department.

Personal Contacts:
The IT Supervisor II will work closely with all levels of State government employees and vendors.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
The IT Supervisor II is responsible for the general supervision of the unit, delegating and reviewing work products, personnel assignments, and staff development.

Supervision Exercised:
The IT Supervisor II provides general supervision to subordinate staff as assigned. Acts in a lead capacity to other departmental staff to accomplish project management and oversight tasks.

Other Information

Desirable Qualifications: (List in order of importance.)
- Ability to analyze complex problems and recommend effective courses of action.
- Ability to work efficiently under pressure and time constraints.
- Ability to develop cooperative working relationships with internal stakeholders, external customers, and executive management.
- Ability to develop, motivate, and lead teams comprised of staff with diverse technical backgrounds.
- Ability to exercise initiative and good judgment, and make timely and effective decisions while maintaining diplomacy, tact, and professionalism.
- Ability to communicate effectively and in a professional manner with subordinates, customers, management, and peers.
- Ability to adapt well to changing priorities and provide leadership to staff during periods of change.
- Ability to handle sensitive and confidential assignments with tact and diplomacy.
- Ability to learn new technologies, techniques, and concepts, and use them to effectively manage data processing systems.
- Knowledge of principles of public administration, organization, and management; information technology systems equipment, software, and practices; analytical techniques; technical report writing.
- Ability to analyze information and situations, identify and solve problems, reason logically, and draw valid conclusions; develop effective solutions; apply creative thinking in the design of methods of processing information with information technology systems; monitor and resolve problems with information technology systems hardware, software, and processes; establish and maintain effective working relationships with others; and communicate effectively.

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)	SUPERVISOR SIGNATURE	DATE