Not Your Average State Agency

The California Student Aid Commission (CSAC), located in Rancho Cordova, is the principal state agency responsible for administering approximately $3 billion in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

Highlights of the Job

Under the direction of the Chief Information Officer, Technology Services Division (CEA), an IT Manager I (ITM I) is a hands-on technology professional responsible for the direction, oversight, and operation of the CSAC IT Infrastructure Branch. This position is responsible for all activities associated with infrastructure services including configuration and configuration change management, storage capacity management, platform performance management, platform availability management, and infrastructure service delivery management to ensure infrastructure services i.e. are available to support the operational needs of the CSAC. The incumbent will be responsible for the review and recommendation of new technologies, unified monitoring and reporting, hardware, and capacity planning. They should have experience in architecting and building systems for optimal performance, reliability, scalability and cost control. The incumbent must be familiar with information technology security, configuration troubleshooting, problem pattern analysis, and incident diagnosis and resolution. They should also be familiar with agile scrum method. The incumbent oversees the provisioning, implementation, operations, and maintenance of systems running on Amazon Web Services (AWS), servers (on premises and cloud), storage, networking, firewall, load balancing, database appliances, communication infrastructure (IVR, Amazon Connect), VDI’s, large enterprise databases, Microsoft Office 365, including email, SharePoint, ServiceNow, JIRA, One Drive, One Note, and other software/software as a service used by the California Student Aid Commission.

The incumbent manages technical staff at the senior, staff, and associate specialist levels. The incumbent should be familiar with staff scheduling to provide coverage during normal business hours and on-call support; communicates job expectations, plans, monitors, and appraises job results; develops, coordinates, and enforces systems, policies, procedures, and productivity standards. Must have great writing skills.

The incumbent must have a working knowledge of project management best practices and methodologies, as well as project management experience. Experience includes the management of projects, supporting process development and management, estimation techniques, requirements management, system/applications/software analysis and design, testing and implementation.
Preferred Qualifications

- Experience with Amazon Web Services (AWS), Office365, JIRA, GitHub, SharePoint and ServiceNow
- Experience with Oracle Databases
- Knowledge of virtual desktops such as Horizon View Virtual Desktop Infrastructure (VDI) and Amazon Workspaces.
- Experience with enterprise service support;
- Ability to prepare and produce clear and concise documentation (e.g., operations manual, disaster recovery procedures, operational recovery plans, security policies, etc.);
- Ability to meet business needs through innovative solutions;
- Ability to work in a fast-paced environment; Demonstrate a service oriented, customer relations-sensitive attitude;
- Ability to communicate effectively in a clear and concise manner;
- Ability to establish and maintain cooperative working relationships with all levels of staff and management, communicate effectively with peers, users, developers, management and others;
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment;
- Knowledge of server management and configuration, applications/systems analysis, design, and development;
- Knowledge and ability to learn and understand the technical aspects of modern information technology management systems;
- Experience with managing contracts and vendors.
- Knowledge of information technology systems, equipment, and its capabilities and interfaces between hardware and software; and the requirements for the installation and implementation of the most complex information technology software systems.
- A comprehensive understanding of and experience in project management concepts, principals, practices, and processes prescribed by the Project Management Body of Knowledge (PMBOK) for developing and maintaining project management plans, schedules, risks and issue analysis, and work processes used throughout an IT project lifecycle.
- Excellent written and verbal communication skills, strong administrative and supervisory/management skills; knowledge and experience in process development. Experience with and knowledge of all phases of the IT Systems Development Lifecycle (SDLC).
- The ability to exercise good judgement and make timely and effective decisions while maintaining diplomacy, tact, and professionalism.
- Proficiency on a California State Government IT project that is medium to large in size and medium to high in criticality. Proficiency in the use of MS Office Suite including Project, Visio, and PowerPoint. Strong interpersonal and organizational skills.

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications are eligible to be appointed to the Information Technology Manager I classification.

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 25)), or currently in an Information Technology Manager I position. Other methods of appointments will be considered, including Training and Development (T&D) Assignments. Applications will be screened and only those that best meet the requirements of the job will be considered.

Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.
All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to [http://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx](http://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx) and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés. If there is missing or incomplete information, your application may not be accepted.

**How to Apply/Final Filing Date**

Please reference **RPA #19-003, JC-164975, Position #270-701-1405-XXX**, Information Technology Manager I, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678) and may submit a résumé. Applications and résumés will be accepted Until Filled. Electronic submission of applications and résumés may be completed through your CalCareer account at [www.jobs.ca.gov](http://www.jobs.ca.gov). Please contact the Personnel Office at (916) 464-8910 or email at Personnel@csac.ca.gov if you need assistance with the electronic application process.

Applications will **not** be accepted by fax or e-mail. You may also submit your application in person or by mail at:

- **CA Student Aid Commission**
  - P.O. Box 3210
  - Rancho Cordova, CA 95741-3210
  - Attn: HR-Recruitment

- **CA Student Aid Commission**
  - 11040 White Rock Rd.
  - Rancho Cordova, CA 95670
  - Attn: HR-Recruitment

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical, exercising the right to family care and medical leave), gender, gender identity or expression, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation of any person.

It is an objective of the State of California to achieve a drug free workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.
CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Vacant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Information Technology Manager I</td>
</tr>
<tr>
<td>Working Title:</td>
<td>Information Technology Manager I</td>
</tr>
<tr>
<td>Position Number:</td>
<td>270-701-1405-XXX</td>
</tr>
</tbody>
</table>
| Location:               | 11040 White Rock Rd.  
                          | Rancho Cordova, CA  95670 |
| License/Other Requirement: | N/A           |
| Date Prepared:          | July 8, 2019  |
| Effective Date:         | TBD            |

Function:  (Summary of Responsibilities)

☐ Business Technology Management  ☒ Information Technology Project Management
☐ Client Services                  ☐ Software Engineering
☒ Information Security Engineering  ☒ System Engineering

Under the general direction of the Chief Information Officer, of the California Student Aid Commission, the Infrastructure Branch Chief, an IT Manager I (ITM I) is a hands-on technology professional responsible for the direction, oversight, and operation of the Commission’s infrastructure services. Directly and through subordinate resources, the incumbent provides expert consultation on complex, technical IT-related issues and provides leadership and direction to a diverse group of IT professionals and contract staff with different skill sets. The incumbent must promote and maintain a motivated, informed, and collaborative workforce where teamwork is valued and rewarded; and must possess strong communication and customer service skills and work collaboratively with internal program partners, vendor personnel, and external control agencies. The incumbent must have a working knowledge of project management best practices and methodologies as well as project management experience. Experience includes the management of projects, supporting process development and management, estimation techniques, requirements management, system/applications/software analysis and design, testing and implementation. The incumbent supervises technical staff at the senior, staff, and associate specialist levels.

Reporting Relationships:

Reports directly to: Chief of the Information Technology Services Division.

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission’s central mission is to make education beyond high school financially accessible to all Californians.

The Information Technology Services Division (ITSD) supports CSAC in the delivery of state services and information to our internal and external stakeholders through information technology service management using the Information Technology Infrastructure Library (ITIL) framework.
III. Essential and Non-Essential Job Functions:

**Essential Functions:**
Candidates must be able to perform the following functions with or without reasonable accommodations.

- Exists to perform the function
- Limited numbers of employees available to perform function
- Highly specialized function
- Removal of function would fundamentally alter the job
- Must be able to perform with or without reasonable accommodation

30% Coordinates with internal and external entities to provide enterprise services and resolve issues as required; Oversees all activities associated with infrastructure services including configuration management, change management, capacity management, performance management, availability management, and service delivery management to ensure enterprise services are available to support the operational needs of the Commission; Reviews recommendations of new technologies, protocols, monitoring, software, hardware, and capacity planning; Participates in architecting and building systems for maximum performance, reliability, scalability and cost control; Participates in information security and application troubleshooting and incident resolution; Oversees server/storage design which includes, but not limited to, virtualization, storage techniques, back-up, operating system management, capacity planning and monitoring and management of these systems. Oversees the provisioning, implantation, operations, and maintenance of systems running on Amazon Web Services (AWS), Office 365, SharePoint, ServiceNow, JIRA, GitHub etc. Monitors availability, ensures optimization, and controls costs.

20% Ensures appropriate staff scheduling to provide coverage during normal business hours and on-call support; Communicates job expectations; plans, monitors, and appraises job results; coaches, counsels, and disciplines employees. Identifies training needs and develops training plans to ensure continuous improvement. Develops, coordinates, and enforces systems, policies, procedures, and productivity standards. Ensures that daily, weekly, and monthly statistics, status reports, and graphical reporting aids are completed and continually modified to meet the needs of the Commission. Directs the work of vendors engaged to provide IT services in support of Commission goals. Validates work performed is within expected outcomes. Ensures that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Commission, the State Contracting Manual (SCM) and the California Government Code (GC). Ensures that effective representation takes place for the coordination of work processes and projects with other offices and divisions. Fosters an environment of teamwork and collaboration; Recognizes and communicates individual and team accomplishments.

15% Works closely with the executive sponsor(s), internal business customers, and other CSAC team members to identify and document business needs and processes. Works with CSAC team members and control agencies to produce Feasibility Study Reports (FSR), Budget Change Proposals (BCP), and contract documents for IT projects.

10% Manages and provides direction to staff regarding all CSAC IT projects. This includes but is not limited to: project management, project planning, schedule management, assisting in coordinating analysis and design sessions, oversight of testing activities and implementation. Manages and provides direction to project team leads. Assists in facilitating the allocation and coordination of IT project resources, and addresses resource needs as required. Responsible for communicating IT Project information such as: status, tasks, risks and schedule information to the CSAC Executive Management Team. Member of management team responsible for review and approval of IT project deliverables and acceptance of final IT project deliverable. Responsible for reporting IT project information to the legislature and State control agencies. Manages the quality assurance for IT projects to ensure that program staff is integrated in the IT project lifecycle as well as acceptance testing.
10% Manages CSAC supervisory/management staff responsible for enterprise environments, network, security, hardware and software procurement and support, including CSAC’s Service Desk.

10% Responsible for management and supervision of IT managers and supervisors. Assists managers/supervisors with staff management and development. Assists in and provides guidance regarding the allocation of evaluating resources and training needs. Establishes performance standards and expectations. Responsible for conducting probationary reviews, annual Performance Appraisal Summaries, Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to enhance personnel growth for subordinate supervisors/managers and staff as needed and appropriate. Assists managers/supervisors in establishing reasonable assignment deadlines and workload monitoring. Responsible for assigning workload to subordinate supervisors/managers, establishing reasonable assignment deadlines and monitors progress. Provides advice and consultation to subordinate supervisors/managers and as needed to staff on the most difficult and sensitive work issues.

Non-Essential Functions:

- Secondary to essential functions
- Function is a minimal part of the job
- Make up remaining duties of the position
- Can be absorbed by another staff person

5% Other duties deemed appropriate for this classification as directed by the Chief of the Information Technology Services Division (CEA).
IV. ADA Requirements:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act.

V. Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

VI. Working Conditions:

Employee’s work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations.

VII. Attendance:

Must maintain regular and acceptable attendance.

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

_________________________  ___________________________  ___________________________
Employee Signature  Date  Supervisor Signature  Date

*Duties of this position are subject to change and may be revised as needed or required.*