



Classification: Information Technology Manager I
Working Title: Production Branch Manager
Tenure and Time Base: Permanent, Full Time
Salary: \$8,381.00 - \$11,231.00
Posted: April 21, 2022
Final Filing Date: May 22, 2022

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. The mission of the California Student Aid Commission (Commission) is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

Come Join Us

Under the general administrative direction of the Deputy Director, Chief Information Officer, the IT Manager I shall have full administrative responsibilities for the Production Branch, which is comprised of the System Requirements & Testing office, and the Application Development Services office of the Technology Services Division (TSD). The incumbent is directly responsible for policy development, technical implementation, maintenance, and support of the department's application development, testing, and support for the departments application platforms, frameworks and Grant Delivery System (GDSM) portfolio. This includes issues related to business requirements, design, development, technical integration, testing, implementation, project management, and on-going support and modification of the California Student Aid Commission (CSAC) information systems. The Production Branch Manager is responsible for duties related to Business Technology Management, IT Project Management including but not limited to, Program Development, Program Policy Development, Budgeting, Procurement and Purchasing, Contract Administration, Asset Management, IT Strategic Planning, Staffing and Resource Management, Cost Controls and overall IT Application Development and Portfolio Management. The incumbent advises CSAC leadership on technology policies and issues.

We are searching for an energetic, innovative and collaborative leader ready to take on challenges and opportunities of tomorrow, today! If you are searching for a challenging and rewarding leadership opportunity, we would like to hear from you!

Preferred Qualifications

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Demonstrated ability to lead and oversee the development, implementation, and management of an enterprise application portfolio that provides services to internal and external customers
- Bachelor's degree in computer science, computer engineering or information technology related field
- Experience in managing and leading project teams to implement IT systems using the System Development Lifecycle (SDLC)
- Ability to align technology proposals with business needs, establish priorities, and implementation timeframes
- Demonstrated ability to lead, execute and monitor enterprise technology projects
- Ability to anticipate, manage and resolve complex issues, including the ability to develop policy and integrate all aspects of strategy to assure resolution of issues
- Knowledge and experience working with cloud and DevOps technologies
- Ability to develop a culture of customer service and continuous innovation
- Demonstrated ability to communicate clearly, promptly, and effectively with executive leadership in support of leadership's policy decisions
- Demonstrated ability to operate in a dynamic and fast-paced environment
- Demonstrated leadership skills including the ability to engage, inspire, empower, develop, and mentor staff
- Ability to collaborate and positively influence others to achieve results that are in the best interests of the Department

Who Should Apply

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the **IT 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 250), or currently in an **IT Manager I** position. 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. Other methods of appointments will be considered, including Training & Development (T&D) Assignments.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the **IT Manager I** classification. 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; please ensure applications and/or résumés contain completed information, or your application may not be accepted.

How to Apply/Final Filing Date

Please reference **RPA #21-069, JC-303358, Position #270-701-1405-XXX, IT Manager I/Production Branch Manager**, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), and a Statement of Qualifications (SOQ). Submission of a résumé is optional but preferred. Applications, SOQs, and résumés will be **accepted through the final filing date of May 22, 2022.** Electronic submission of applications, SOQs, and résumés may be completed through your Cal Career account at 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.

Statement of Qualifications

The Statement of Qualifications (SOQ) is a written document and must be typed, no more than 2-pages in length with 1-inch margins, and in Arial 12-point font. The Statement of Qualifications must include responses to the questions listed below numbered and presented in the same order. Please clearly state which document is the SOQ at the top of the document. A résumé is not considered an SOQ. Applications received without an SOQ will be rejected.

1. Describe your experience leading enterprise projects, include size, scale, and project management methods in your examples, include any challenges you encountered, strategies employed, and the outcome.
2. How you have modified your leadership and management practices to adapt to telework and remotely working staff.
3. Describe your experience leading a software development team, size, scale, scope, and years of experience. Please also describe your experience with transforming legacy applications with modern development technologies.
4. Provide your experience with fiscal budget management, State budget process and vendor contract management.

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
Attention: Personnel-Recruitment

CA Student Aid Commission
11120 International Drive
Rancho Cordova, CA 95670
Attention: Personnel-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 OBJECTION 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

Position Identification:

Employee Name:	Vacant
Classification:	Information Technology Manager I
Working Title:	Production Branch Manager
Position Number:	270-701-1405-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	3/22/22
Effective Date:	To be determined

Function (Summary of Responsibilities):

Under the general direction of the Information Technology Services Division (ITSD) Chief Information Officer (CIO), the incumbent has full management and oversight responsibility for the CSAC IT Production Branch. This branch is comprised of IT professionals in various IT classifications ranging from IT Associate to IT Supervisor II who are responsible for workload intake and support of teams related to the Grant Delivery System application development, testing and release to operations. The incumbent will plan, organize, and direct the activities of a multidisciplinary staff responsible for providing a variety of services in the Software Development Lifecycle Management that are vital to the successful daily operations of CSAC. The incumbent will work independently and manage high-level technical specialists on a variety of complex information technology systems. Responsible for maintaining and supporting all aspects of the Commission's information systems; application development, support technical analysts performing complex analytical studies and activities on complex information technology systems and projects. Must have demonstrated ability to work on complex information technology systems problems, analyze and identify system issues and recommend solutions. Acts as project leader on complex IT studies with a broad scope. The incumbent is expected to manage multiple domains or disciplines; develop performance metrics; develop policy, manage resource allocation and subordinate supervisors. The incumbent is expected to utilize customer support best practices and industry standards.

Reporting Relationships:

Reports directly to the ITSD Chief Information Officer: Under general administrative direction as defined by the CSAC organizational structure.

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 mission of the California Student Aid Commission (Commission) is to promote

educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

The Information Technology Services Division (ITSD) supports CSAC in the delivery of State services and information to internal and external stakeholders through information technology service management using the Information Technology Infrastructure Library (ITIL) framework.

Essential Job-Functions:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

40% Management and Supervision

Manages, directs and coordinates the group activities to support department's core business application development and testing functions. Directly or through subordinate supervisors oversees teams who are responsible for the coordinated application development and releases within the Software Development Lifecycle (SDLC). Oversees the coordination and control of releases between application groups to ensure successful deployments with minimal disruption and without conflicts or duplication. Provides the foundational process for identifying, tracking, scheduling, and controlling the application build, test, and deployment of application releases. Oversees the contract management and maintenance of the application source code repositories that support the department's programming files.

35% Planning and Operations

As a member of the ITSD management team, the incumbent formulates, evaluates, implements, maintains, and operates the CSAC business and application portfolio operations. Directs all activities associated with application development lifecycle management, testing and deployment to operations, performs ongoing maintenance and operations for those business applications and systems. Participates and contributes to the establishment and maintenance of technology practices that govern the standards, processes and procedures for the analysis, design, implementation, maintenance and operation of the Production Branch. Develops and administers plans, processes, procedures, and standards. Participates in tactical and strategic planning efforts to produce the annual business plan, spending plan, and training needs. Directs and coordinates proper planning for IT projects and work efforts to achieve desired objectives on scope, on time and on budget. Participates in the Commissions Information Management Strategy planning. Develop Budget Change Proposals as required to obtain resources to support the CSAC business needs.

20% Leadership

The incumbent provides the leadership for the development and continuous improvement of people, processes and technology to support the Production Branch section. Provides the leadership for the development and improvement of the personnel infrastructure including the recruitment, development and retention of qualified staff. Establishes and maintains standards, processes and procedures for the analysis,

design, implementation, maintenance and operation of Grant Delivery Management System (GDSM) and other vital business applications under portfolio management. Oversees market analyses, proof of concepts, and pilots of emerging technologies and recommends for adoption. Represents the CIO in internal and external meetings.

Marginal Job-Functions:

5% Special projects and other duties as required.

ADA Requirement:

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

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 while using a personal computer or reviewing documents and working papers.

Working Conditions:

Employee's work is to be performed within an office environment, may work remotely, 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 locations. The work environment is fast-paced and requires considerable flexibility in managing time, priorities, and assignments and can be demanding and/or stressful.

Work environment requirements:

- Professional business attire.
- Required to carry a mobile device and be available by phone and/or e-mail.
- Requires periodic off-shift and weekend work.
- Travel is required to attend meetings, conferences, or training.

Attendance:

Must maintain regular and acceptable attendance. This position is subject to on-call and standby time and periodic off-shift, weekend work. This position is work week group "E" which is exempted from coverage under the Fair Labor Standards Act (FLSA). A work week group "E" or salaried employee does not receive overtime compensation and may be required to work specific hours to provide services when deemed necessary by management. Employees who are excluded from FLSA shall not charge paid leave for absences of less than whole day increments or docked for absences of less than a whole day.

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 accommodations. (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 California 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.