



Classification: **Information Technology Supervisor II**

Title: **Application Services Supervisor**

Salary: **\$6,683.00-\$8,955.00**

Tenure and Time Base: **Permanent, Full-Time**

Posted: **October 23, 2018**

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 billion dollars 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.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

Not Your Average IT Shop

The CSAC Application Services Supervisor is a member of the Information Technology Services Division (ITSD) Management Team comprised of highly motivated, collaborative professionals. We are searching for a self-starter, creative thinker with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Management Team might be the right fit for you.

About the CSAC System

The Grant Delivery System is comprised of 17 applications, the oldest of which was developed 30 years ago. The Application Services Supervisor and team, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently taking part in the State's new IT project approval process (STAR). Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system. The Application Services Manager will be a big part of the project team!

Domains

- Business Technology Management.
- Software Engineering.
- IT Project Management.

Highlights of the Job

- Recruit, hire, train, organize, direct and coordinate CSAC Application Services Section Team members.
- Manage annual CSAC system/application maintenance and operation activities.
- Interact with diverse technical and non-technical groups, spanning all organizational levels.
- Manage contractors, evaluating and monitoring performance and deliverables.
- Manage multiple projects with competing priorities simultaneously.
- Identify metrics and drive initiatives to improve the quality of ITSD services.
- Act in a lead capacity on CSAC modernization project including but not limited to the Grant Delivery Modernization Project, which will replace CSAC's existing legacy system.
- Actively participate in CSAC Change and Release Management Programs.
- Work closely with CSAC Enterprise Architect.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx>.

Preferred Qualifications

- Demonstrated ability and experience to effectively manage a multi-disciplinary workforce of IT professionals.
- Ability to create a clear vision, set goals and expectations.
- Encourage leadership and motivate at all levels.
- Experienced in effectively leading teams with diverse technical backgrounds and complex IT projects
- Exhibit initiative, flexibility and strong interpersonal skills.
- Demonstrated knowledge and experience in IT project management approaches to minimize adverse impacts and risks to CSAC and the State.
- Experience in software development projects involving web services and web applications using .Net and Oracle technologies.
- Knowledge and experience with Oracle PL/SQL, ASP.Net, XML, and XSL.
- Ability to grasp complex technologies and concepts.
- Understanding of technical architectures.
- Comprehensive understanding of evolving industry trends, practices, and standards.
- Strong understanding of technical development environments.
- Strong understanding of software development methodologies.
- “Hands-on” and detail oriented.
- Strong understanding of best practices and industry standards with regards to application support processes/issues.
- Proficient knowledge of process improvement methodology, and SDLC.
- Knowledge and experience in application programming and testing.
- Experience writing technical design documents.
- Strong writing, communication, analytical and organizational skills.
- A willingness to learn new things and embrace change.
- An ability to perform well under pressure on time-sensitive and high priority projects.

Who Should Apply

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 Information Technology Supervisor II position. 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.

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/job-descriptions.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; 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 #17-049, JC-131866, Position #270-701-1404-XXX**, Information Technology Supervisor II, in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Electronic submission of applications and résumés, through your CalCareer account at www.jobs.ca.gov, is preferred and will be accepted **Until Filled**. If you need assistance with the electronic application process, please contact the Personnel Office by email at Personnel@csac.ca.gov.

You may also submit your application and résumé by mail or in person to:

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

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

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), 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), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS THE 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:

Employee Name:	Vacant
Classification:	Information Technology Supervisor II
Working Title:	CSAC Application Services Section Supervisor
Position Number:	270-701-1404-XXX
Location:	11040 White Rock Rd. Rancho Cordova, CA 95670
License/Other Requirement:	N/A
Date Prepared:	April 2, 2018
Effective Date:	

Function: *(Summary of Responsibilities)*

Under the general direction of the Information Technology Services Division (ITSD) Production Branch Manager, the CSAC Application Services Section Supervisor is responsible for organizing and directing technical staff who support complex enterprise applications/systems. The incumbent must maintain expertise in System/Software Development Life Cycle (SDLC), and technologies related to project metrics, estimation techniques, analysis, design, implementation and testing. The incumbent utilizes best practices in the delivery of IT services and support and works closely with other teams to ensure customers receive quality products and services.

Reporting Relationships:

Reports directly to: Information Technology Manager I, the CSAC IT Production Branch.

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.

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*

35% Responsible for the task, activities, programs and supervision of employees executing the functions associated with the following Domains as they relate to the CSAC Applications Services Section:

- Business Technology Management – The management of IT resources according to CSAC organizational priorities and needs including but not limited to activities such as IT Application Services policy and program development, CSAC Application Services portfolio management, CSAC Application Services budgeting, procurement, service performance management, process reengineering, business/technical analysis, research and development, strategic planning, content design and product delivery strategy. Major responsibilities include:
 - CSAC Application Services Section Policy and Program Development.
 - CSAC Application Services Section Budgeting, Procurement and Purchasing.
 - CSAC Application Services Section Business Analysis and Performance Management.
 - CSAC Application Services Section Contract Administration.
 - CSAC Application Services Section Asset Management.
 - CSAC Application Services Section Technical Writing.
 - CSAC Application Services Section Legislative IT Mandates.
 - CSAC Application Services Section IT Strategic Planning.
- Software Engineering – The architecture, development, operation and maintenance of CSAC software systems including user research, user centric design, development or configuration, testing and implementation of the business application services. Major responsibilities include:
 - CSAC Application Services Section Data Administration.
 - CSAC Application Services Section Data Architecture.
 - CSAC Application Services Section Database Development.
 - CSAC Application Services Section Product Management.
 - CSAC Application Services Section Quality Assurance.
 - CSAC Application Services Section Software Architecture.
 - CSAC Application Services Section Software Development.
 - CSAC Application Services Section Software Integration.
- IT Project Management – The management and/or oversight of CSAC Application Services Section projects and system development lifecycles to ensure efficient and effective delivery of a unique CSAC IT products, services and/or systems. Major responsibilities include:
 - CSAC Application Services Section Communication Management.
 - CSAC Application Services Section Contract Management.
 - CSAC Application Services Section Cost Management.
 - CSAC Application Services Section HR Management.
 - CSAC Application Services Section Integration Management.
 - CSAC Application Services Section Organizational Change Management.
 - CSAC Application Services Section Forecasting and Planning.
 - CSAC Application Services Section Portfolio Management.
 - CSAC Application Services Section Process Engineering/Re-engineering.
 - CSAC Application Services Section Procurement Management.

35% Serve as the principal CSAC application services systems architect for ITSD. Responsible for working collaboratively with the CSAC Enterprise Architect. Responsible for overall systems design, relationships between systems, software, networks, databases and application security. Analyze applications to identify and develop opportunities for improvements such as expanding capacity, reducing response time, and increasing effectiveness. Resolve system integration problems relating to interactions between operating system, database system software, system utility software and application software. Lead the development of enterprise application standards and procedures.

Develop and maintain application development and coding standards. Ensure application and data security. Plan for and ensure adequate security requirements are enforced.

Manage system change processes and integrate changes with the development, test and production environment. Provide oversight and management in the administration of Team Foundation Server (TFS) which includes branching, merging, versioning and promoting TFS best practices. Works with all IT entities during the development, testing and launch phases of the SDLC to configure and release application code into test, DR and production environments. Works closely with all teams to ensure final release version is up to organizational standards. Promotes agile development within CSAC where appropriate and feasible.

Manage the operations of the CSAC Application Services Team responsible for the development and maintenance of applications used for CSAC enterprise business automation and support.

- Review and approve Business Requirements documents, Technical Design documents, and milestones for CSAC IT projects.
- Monitor CSAC projects to assure timely and accurate completion of activities.
- Develop CSAC systems/applications to meet organizational objectives in concert with CSAC enterprise organizational units.
- Direct and be accountable for work of consultants to ensure State, Federal and CSAC enterprise objectives are met.
- Use external resources effectively.
- Monitor and recommend authorization of payment for services rendered.
- Promote the use of industry Best Practices in the work performed to optimize performance and maximize productivity.
- Respond to audits and inquiries as needed.

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 and assignments as required.

IV. 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.

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 consistent 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.