



Classification: **Information Technology Supervisor II**

Title: System Requirements & Testing Supervisor

Tenure and Time Base: Permanent, Full-Time

Salary: \$7,263.00 - \$9,731.00*

Posted: 1/8/2021

Final Filing Date: Until Filled

*Please note: Salaries do not reflect reductions arising from the COVID-19 pandemic. Information for actual reductions is available in the Human Resources Manual, Section 2113, Personal Leave Program (PLP) at [Human Resources Manual](#).

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.

Not Your Average IT Shop

The CSAC System Requirements & Testing 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 (GDS) is comprised of 17 applications, the oldest of which was developed 30 years ago. The System Requirements & Testing (SRT) team, with the help of other ITSD units, is responsible for Portfolio and Requirements Management, advanced product support, and software quality assurance. The CSAC is currently completing a major modernization project, and the SRT team will have a significant role in new feature prioritization and planning in conjunction with our Application Development team.

Domains

- Business Technology Management
- Software Quality Assurance

Highlights of the Job

- Recruit, hire, train, organize, direct and coordinate CSAC System Requirements & Testing Section Team members.
- Interact with diverse technical and non-technical groups, spanning all organizational levels.
- Manage multiple projects with competing priorities simultaneously.
- Identify metrics and drive initiatives to improve the quality of ITSD services.
- Actively participate in CSAC Change and Release Management Programs.
- Work closely with CSAC Application Developers and Architects.

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 Angular, Identity Management, API's, and Cloud services.
- Knowledge and experience with Oracle PL/SQL.
- 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.
- Understanding of software quality assurance methods.
- "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 methods.
- 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

Interested individuals who meet the minimum and desirable qualifications and are eligible to be appointed to the **Information Technology Supervisor II** 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 **Information Technology Supervisor II** 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 Supervisor II Class Specs**, 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 #20-043, JC-230974, Position #270-701-1404-XXX, IT Supervisor II/System Requirements & Testing Supervisor**, in the 'Job Title' section on the application, Std. 678.

Please note—Job Control 230974 is the correct job control number. If you have previously applied under job control 229751, your application will still be considered, but please re-apply under job control 230974, if possible.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), submission of a résumé is optional. Applications will be accepted **Until Filled**. Electronic submission of applications and Statements of Qualifications 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.

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
11040 White Rock Road
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:	IT Supervisor II
Working Title:	System Requirements & Testing Supervisor
Position Number:	270-701-1404-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	1/5/21
Effective Date:	To be determined

Function (Summary of Responsibilities):

Under the general direction of the Information Technology Manager I (IT Manager I), of the Information Technology Production Branch, the incumbent is the manager of IT Testing and Application Portfolio Services. The incumbent will communicate a clear vision, set expectations, provide leadership, motivate the project team at all levels, and exercise sound judgment in managing CSAC enterprise initiatives.

The Information Technology Supervisor II (IT Sup II) functions with a high degree of independence and requires accurate prioritization skills, excellent organizational skills, excellent communication skills and accurate problem assessment resolutions. The IT Supervisor II must be able to properly apply, all applicable State and Federal regulations as well as other forms of law to each functional area of responsibility.

This position has regular interaction with, and exercises influence on behalf of, exempt employees, CEAs, senior level business and IT managers, and other State IT experts, and business representatives from various entities involved in policy development. This position has regular interaction with executives and organizational stakeholders ensuring the direction of CSACs IT program.

This position will lead a team that will collaboratively perform functional and technical analysis, assessment, and development of test plans. Participates in requirements analysis, portfolio and requirements prioritization, data gathering, interviews, and facilitated sessions. Provides analytical skills in design, testing, training, and implementation activities. Contributes to deliverables. Knowledgeable in various software quality assurance testing methods.

This position is responsible for the end-to-end oversight of all system testing and requirements gathering within the CSAC environment. Under IT Production Management direction, the incumbent will develop and lead a team responsible for the system testing and requirement gathering activities. This person will develop, implement, and oversee processes, utilizing information technology software development lifecycle (SDLC) best practices. The incumbent will ensure the CSAC organization will provide clear testing results and document proper requirements.

Reporting Relationships:

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

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.

As a valued leader of the ITSD Management team, you make it possible for the California Student Aid Commission (CSAC) to improve by providing expert level consultation, being innovative, resourceful, and flexible, reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly, and with respect. Your efforts are important to each member of the team, as well as the students and schools we serve.

Job-Functions:

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

40% Develop and implement the strategy of testing into the projects and oversees and manages the professional IT staff of the System Requirements and Testing section for these assignments and projects. Testing strategy includes definition and approach of various types of testing: regression, integration, user tests, validation, performance, and automation. Ensure that the test strategy satisfies the requirements of stakeholders of business and technology side. Contribute to risk mitigation and planning by collaborating with the other team members. Ensure that the documentation for testing is produced and compliant with our procedures, train the project or application teams with testing methods and tools, provide a constant support to teams in charge of writing and executing tests; design, good practices, Communicate on a regular basis about status of testing activities.

Performs routine supervisory duties such as maintaining the workflow and assisting staff in ensuring assignments are completed timely and accurately, review and approve attendance and leave requests, and any other documentation requiring approval for the Testing section.

40% Provides technical and managerial direction for application portfolio management, problem definition, analysis, requirements development, and implementation for complex to extremely complex systems. Manages the process of documenting, analyzing, tracing, prioritizing, and agreeing on requirements. Communicates requirements and processes to relevant stakeholders. Coordinates requirements generation, validation, verification, and development. Solicit inputs from PASD units and FASD units on the impacts of deficiencies discovered during testing or operations.

10% Support the development and growth of information technology service management in the ITS Division using the Information Technology Infrastructure Library (ITIL)

framework to improve the delivery of services and information to our internal and external stakeholders.

- 5% Works closely with the Program management staff and provides technical assistance on Division-specific applications, and helps to maintain the Division Operational Recovery Plan, Business Continuity and Contingency Plan.

Non-Essential Functions

- 5% Other duties as required and as it relates to the IT Supervisory II classification.

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, 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.

Attendance:

Must maintain regular and acceptable attendance.

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.