



Classification: IT Supervisor II  
Working Title: IT Service Management Section Supervisor  
Salary: \$6,683.00 - \$8,955.00  
Posted: October 23, 2018  
Permanent, Full-Time

## **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!

## **The Information Technology Services Division**

The IT Service Management Section 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 Grant Delivery System**

The Grant Delivery System is comprised of 17 applications, the oldest of which was developed 30 years ago. The IT Service Management Section Manager 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 (PAL). Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system.

## **Highlights of the Job**

- Recruit, hire, train, organize, direct and coordinate a team of highly motivated IT Specialists
- Mentor, coach, guide and lead team members
- Manage all aspects of the CSAC Change Management Program
- Manage all aspects of the CSAC Release Management Program
- Manage IT requirements lifecycle support
- Support Enterprise Project Management Office
- Provide IT project management services to the Enterprise
- Provide IT support to the Enterprise Risk Management Program
- Communicate, facilitate meetings and interact with diverse technical and non-technical groups, spanning all organizational levels
- Active member of the Grant Delivery Modernization Project

## **Minimum Qualifications**

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

## Preferred Qualifications

- Extensive experience leading and/or managing Change Management Program(s)
- Extensive experience leading and/or managing Release Management Program(s)
- Extensive experience leading and/or managing IT Risk Management Program(s)
- Working knowledge and experience in the application of ITIL methodology
- Working knowledge and experience using Agile methodology
- Ability to quickly grasp complex technologies and concepts
- Understanding of a variety of technical architectures
- Strong understanding of multiple technical environments
- Strong understanding of software development methodologies
- Extensive experience developing, implementing and managing policies, procedures and processes
- Working understanding of application programming and testing
- Experience reading and writing technical design documents
- Professional and advanced writing, communication, analytical and organizational skills
- Experience as an effective organizational and cultural change agent
- Extensive experience working under pressure on time-sensitive and high priority projects

## Statement of Qualifications

Candidates are required to submit a Statement of Qualifications (SOQ). The SOQ is a narrative discussion of how the candidates' education, training, experience, and skills qualify them for the position. The SOQ should be typed and no more than three pages in length. *Applications received without an SOQ will be rejected.* Please clearly state which document is the SOQ. A résumé is not considered an SOQ. The submitted SOQ should include the following questions with responses for each:

1. What techniques and tools have you used to prioritize changes?
2. Can you describe the important aspects of Release Management?
3. Discuss how your education, training, experience, and skills meet the minimum and desirable qualifications and qualify you for the position.
4. What do you consider to be your area(s) of expertise and why?

## 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 IT 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 and 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/job-descriptions.aspx>, and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documentation (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 #18-028**, **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](http://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](mailto: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:

Table with 2 columns: Field Name and Value. Fields include Employee Name, Classification, Working Title, Position Number, Location, License/Other Requirement, Date Prepared, and Effective Date.

Function: (Summary of Responsibilities)

- Checkboxes for Business Technology Management, Client Services, Information Security Engineering, Information Technology Project Management, Software Engineering, and System Engineering.

Under the general direction of the Information Technology Manager I (IT Manager I), of the Information Technology Services Division, the incumbent is the manager of technical analysts responsible for all phases of the Project Lifecycle and System Development Life Cycle.

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.

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 is responsible for the end to end oversight of all Production changes within the CSAC environment. Under IT Operations Management direction, the incumbent will develop and lead a team responsible for the change management activities while being closely aligned with a full understanding of the organization's release management processes.

Reporting Relationships:

Reports directly to: Information Technology Manager I.

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## II. Program Identification:

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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 member of the Information Technology Services Division 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.

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## III. Program Identification:

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### Essential Functions:

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

- 30% Responsible for establishing and managing efficient and effective policies, processes, procedures and communications to support a foundational enterprise services program that assists in ensuring successful completion of all enterprise projects, governance, change management and production support programs/projects/efforts.
- Responsible for the CSAC IT Release Management Program. Overall leadership of the planning, analyzing, and coordinating of production readiness for enterprise application & infrastructure releases for multiple domain areas. Also, responsible for identifying and managing risks, making sound judgments about quality and influencing the desired alignment with key partners on key stage gates Go/No-Go decisions for enterprise production releases.
- Plans, drives and delivers the releases per enterprise release schedule. Negotiates, plans, and manages all release activities to include release readiness reviews for milestones and release go/no go reviews. This includes resolving issues that affect release scope, schedule, and quality. Accountable for creation and delivery of the release implementation plan (communication, training, etc.). Communicates release status/schedule to all impacted groups at all levels. Accountable for quality, development and timely execution of the installation, Validation and back-out plans. Accountable for tracking release level financials.
- Develops vision and aggressively pursue release pipeline (builds and deployments) automation.
- Provides domain level point of leadership, escalation, decision making, mitigation of risks & issues pertaining to release scope, schedule and overall quality. Accountable to drive future automation and necessary tools for release management to increase the speed to delivery.
- Develops and maintains strong relationships with internal teams across the organization. Collaborates with technical teams to guarantee all release environments are ready and consistent.
- Demonstrate ability to understand business objectives and create or recommend release solutions to achieve results aligned to objectives.
- Demonstrate proficiency of issue identification, mitigation and/or resolution and proactive communications.
- Responsible for release retrospectives.
- 25% Responsible for all IT Service Management Section Supervisor activities and professional role.
- Responsible to recruit, hire, train, plan, manage, organize, direct and coordinate a team of analysts who are well-versed in IT Release, Change, Project and Risk Management. Effectively carry out supervisory responsibilities in accordance with the State and CSAC organization's policies and applicable guidelines and laws. Although not all-inclusive, responsibilities include appraising

performance; rewarding and disciplining employees; addressing complaints and resolving problems; workload management; monitoring work product to ensure it meets completeness, quality, and timeliness standards; set/manage priorities and expectations for staff; ensure adherence to security and EEO policies, processes and procedures.

Responsible for IT requirements staff and associated workload.

Actively participate and manage mentoring and career development opportunities for staff. Responsible for motivating, developing and directing staff in their work performance, improvement to work environment, quality of work and productivity. Provide leadership to staff to successfully meet CSAC goals and objectives. Responsible for building and maintaining a high-performing team; select, develop, coach, reward and recognize team members. Initiates courageous conversations regarding performance and follows through on career development planning for direct reports.

Responsible for planning, coordinating and directing staff activities to deliver stellar customer services. Establish and employ effective customer relationship management principles, policies, processes and procedures. At all times, ensure customer service and customer relations are staff priority. Establish and employ processes and procedures that support effective and efficient customer services and support. Ensure staff is trained and follows established processes and procedures.

Responsible for understanding, supporting and adherence to and ensuring staff adherence to all CSAC and State security, IT security, and asset management policies, processes and procedures. Work as a management back up for other IT supervisors and managers. Employ a general knowledge and understanding of other IT disciplines and functions.

Lead organizational change management with staff and supervisors in line with CSAC enterprise organizational change management efforts.

Actively facilitates cross-functional workgroups/teams to effectively meet the goals and objectives in support of the CSAC mission. Ensure effective communication and collaboration among teams and establishes processes and procedures which support these efforts. Responsible for providing presentations, executive summaries and meeting management for CSAC Executive Management as needed. Responsible for forward thinking and future planning to effectively establish accurate activities and tasks to meet future program expectations.

Responsible for working independently to create complex documents, letters, emails, memos and other correspondence to communicate with other department staff, other state agencies and/or public using correct grammar, spelling and syntax. Conduct comprehensive research and analysis to support reports, project summaries, proposed legislation reviews to comply with legislative mandates, complete assigned work and help ensure CSAC meets its goals and/or fulfills its mission. Must communicate technical concepts to non-technical audiences. Responsible for development and delivery of a variety of presentations to various audiences.

20%

Responsible for the CSAC IT Project Management Program. 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. Develops continuous process improvement initiatives. Actively manages and contributes to the development and administration of Enterprise Services projects, policies, procedures and standards.

Ensure all projects are defined, developed, tested, documented and implemented following quality standards and scheduled time lines.

Develops and monitors project success metrics. Conducts lessons learned following the close of the project. Coordinate with other CSAC Managers and Supervisors to obtain the status of projects or programs. Prepare and deliver status reports and presentations to various audiences. Leads and monitors all phases of IT projects, from scope, schedule, budget, and resources following the CSAC project management and Systems Development Life Cycle (SDLC) methodologies. Identify and manage risks and issues. Effectively communicate in writing and verbally, project information to

project stakeholders. Responsible for vendor management regarding completion of all project deliverables. Leads and manages various project, governance and production support teams which may consist of business analysts, system engineers, system architects, subject matter experts, external entities, and user acceptance testers.

Manage contractors/vendors to produce and ensure contract deliverables are timely, meet the contractual obligations, and are under cost thresholds. Analyze, review, evaluate, select, and approve vendor proposals. Evaluate and monitor vendor for performance. Establish a project management methodology based on current project management standards and best practices to use throughout the CSAC enterprise organization. Manage all project management standards and review project plans to ensure consistency with the organization's enterprise project management methodology. Continually improves project management practices based on project management best practices, new ideas, barriers and risks.

10% Responsible for CSAC IT Change Management Program. Manages the overall Change Management Program and processes; facilitates process improvement through the effective use of ITIL best practices; identifies opportunities and prioritizes continuous improvement initiatives for CCR management processes. Ensures alignment with other ITIL processes of Release, Incident, Configuration Management and how they integrate to overall Change processes.

Designs and facilitates the Change Advisory Board (CAB) for organization's IT. Involves business stakeholders in the CAB to effectively communicate the changes and how they may impact the business. Within the CAB, assures the integrity and reliability of IT systems through the change process to include verification of a successful change. Remediates failed changes with the CAB to understand implications and "Post-Mortem" activities.

Collaborates with quality assurance (QA) and developer staff to review and update the overall release to change process flow. Collaborates with QA/ developer staff and IT functional managers to ensure service level agreements are developed and formalized within the scope of Change processes and procedures. Collaborates with the project management team to ensure two-way communication pertaining to project and change requests. Upkeeps the Forward Schedule of Changes (FSC) to communicate change activity to all key stakeholders.

Works closely with and supports CSAC Enterprise Architecture to build a common platform across the CSAC organization to understand how the systems across multi-functional areas may affect one another. Participate as a contributor to other department's Change Advisory Boards to ensure IT participation and accountability for impacts to IT systems.

10% Responsible for IT Risk Management Program. Responsible for identifying the most significant risks arising from operations on an on-going basis. Prioritizing risks based on the likelihood of occurrence and potential impact. Implementing strategies to mitigate risks. Monitor effectiveness of risk management efforts.

The Risk Management Program recurrent activities include the analysis, planning, implementation, control and monitoring and the supporting processes associated with each phase.

#### **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 as assigned.

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#### **IV. ADA Requirement:**

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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

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#### **V. Physical Requirements:**

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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.

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#### **VI. Working Conditions:**

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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.

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#### **VII. Attendance:**

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Must maintain regular and acceptable attendance.

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#### **VIII. Signature**

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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 HR 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.

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Employee Signature

Date

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Supervisor Signature

Date

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