



Classification: Information Technology Supervisor II

Title: IT Support Services Section Supervisor

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

Posted: 12/11/18

Tenure & Time Base: 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 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 Information Technology (IT) Support Services 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 Support Services Section Manager and Team, with the help of other ITSD units, support these applications. The CSAC recently successfully completed the California Department of Technology (CDT) Project Approval Lifecycle (PAL) Program. The CSAC is in the beginning stages of development of the Grant Delivery System Modernization (GDMS) Project which will provide a NEW fully integrated grant delivery and management 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 IT Service Desk
- Manage all aspects of the CSAC IT Asset Management Program
- Manage all aspects of the CSAC IT Test Program

- Manage all aspects of the CSAC IT Procurement/Purchasing Program
- Incident Manager
- Manage all aspects of the CSAC ServiceNow Enterprise Service Management Program
- Support CSAC IT Service Management Section
- Communicate, facilitate meetings and interact with diverse technical and non-technical groups, spanning all organizational levels
- Project team member of the Grant Delivery Modernization Project

Minimum Qualifications

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

Preferred/Desirable Qualifications

- Extensive experience in personnel management and/or supervision
- Comprehensive understanding of the State budgeting and project approval life cycle processes
- Comprehensive understanding of the State IT standards and requirements, and evolving industry trends and standards, as well as a broad knowledge of the State's enterprise vision
- Expert ability to analyze data and situations, identify and solve problems, reason logically and draw valid conclusions; develop effective solutions
- Expert ability to monitor and resolve challenges with technology hardware, software and processes
- Experience with all phases of State procurement and contracting processes related to hardware and software
- Experience applying PCC, UCC, GC, SAM, SIMM and SCM
- Tact and good independent judgment, as well as professionalism and discretion
- A dependable, responsible and positive attitude
- Extensive experience leading and/or managing a full-service IT Service Desk
- Extensive experience leading and/or managing an IT Asset Management Program
- Extensive experience leading and/or managing an IT Testing Program
- Extensive experience leading and/or managing an IT Purchasing/Procurement Program
- Experience working with ServiceNow or other Incident and Enterprise Service Management Tools
- ITIL Certified
- Comprehensive working knowledge of the application of ITIL methodology
- Proficiency in agile principles and methodologies, principles and techniques related to the delivery of IT services
- 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
- Proven ability to write comprehensively, communicate with all levels of management, including executives and peers, and external customers

- Experience as an effective organizational and cultural change agent
- Extensive experience working 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. Other methods of appointment may be considered, such as Training & Development Assignments. Appointment is subject to SROA/Surplus provisions and 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/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.

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 and/or *résumé* format is not considered an SOQ.

Your submitted SOQ must include and address the following questions:

1. Please explain how your education, training, experience and skills qualify you for this position.
2. Briefly explain your managerial/supervisory approach/methodology for successfully managing the following (please include specific examples):
 - a. Customer Service
 - b. Staff Performance Management
3. Briefly explain your experience managing/overseeing an IT asset management program (please include relevant/specific examples).
4. Briefly explain your managerial/supervisory style and philosophy.

How to Apply/Final Filing Date

Please reference **RPA #18-036, JC #137547, Position #270-701-1404-XXX, IT 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, résumés, and SOQs are all required for your application to be considered and will be accepted Until Filled, and can be submitted electronically through the CalHR Cal Career Jobs website at www.jobs.ca.gov. Please contact Personnel@csac.ca.gov if assistance

is needed with the electronic process.

If you are unable to submit electronically, you may submit your application, résumé, and SOQ by mail or in person to:

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

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please also ensure applications and/or résumés contain completed information or your application may not be accepted.

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:	IT Support Services Section Manager
Position Number:	270-701-1404-XXX
Location:	11040 White Rock Rd. Rancho Cordova, CA 95670
License/Other Requirement:	N/A
Date Prepared:	November 16, 2018
Effective Date:	TBD

Function: *(Summary of Responsibilities)*

Under the general direction of the Information Technology Manager I and Chief Information Officer, 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 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 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 from private sector organizations ensuring the astute direction of CSAC's IT program.

This position is responsible for the end to end oversight of all IT Service Desk, Asset Management and Test Team activities within the CSAC environment. Under IT Operations Management direction, the incumbent will develop and lead a team responsible for the IT service desk, IT asset management and testing activities while being closely aligned with the organization's IT processes. This person will develop, implement, and oversee processes, utilizing information technology infrastructure library (ITIL) best practices. The incumbent will ensure the CSAC organization is provided high quality IT Service Desk, IT Asset Management and Testing Programs.

Reporting Relationships:

Reports directly to: Information Technology Manager I.

IT Domains Used:

- Business Technology Management
- Client Services

- Information Security Engineering
- Information Technology Project Management
- Software Engineering
- System Engineering

II. 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*

45% Responsible for establishing and managing efficient and effective policies, processes, procedures and communications to support a foundational IT Support Services Section Program that assists in ensuring successful completion of all enterprise projects, governance, change management and production support programs/projects/efforts.

Develop strategic and tactical plans in support of unit and section goals. Facilitate the development and documentation of Service Level Agreements (SLAs) for the section. Ensures that industry standards are utilized, maintained and communicated. Facilitate meetings with business partners to discover and document end-user technology needs and requirements. Represent ITSD as a partner with other CSAC teams in planning enterprise technology efforts and fulfilling customer commitments. Set short-term and long-term goals for the unit/section in support of Executive Management directives. Provide stellar change management leadership.

Monitor, track and report high priority/impact issues/projects to ensure milestones are met. Comprehensively review day to day work for completeness, accuracy and quality. Designated as the CSAC Incident Manager and responsible for facilitation of Major Incident Process. Ensure organization policies and procedures are developed, communicated and followed.

Hire, develop and retain competent professional team members assuring an adequate level of specialized technical expertise and customer service skills to support current and future information technology needs. Motivate and coach team members to sustain an elevated level of performance. Ensure team member training needs are identified; coordinate knowledge transfer among team members. Provide technical guidance and direction to staff. Review work-products, analytical studies, proposals, and correspondence and provide feedback. Resolve issues and immediately address concerns. Advocate team building; work cooperatively and collaboratively with other supervisors and managers; ensure a positive climate for change; implement solution-oriented supervisor/management style that respects; encourages, includes and promotes the interests of subordinate staff. Facilitate cross training and workforce/succession planning; implement motivation techniques. Develop and maintain current duty statements to establish performance expectations and other work requirements; complete individual development plans annually, and probationary reports on a timely basis; manage performance management activities including adherence to the State's progressive discipline policy. Conduct regular staff meetings to facilitate communications and mentoring.

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 supervising technical personnel; planning, administering and monitoring expenditures; assessing, analyzing and identifying information technology policy needs; establishing cooperative relationships and gaining support of key individuals to accomplish goals; planning, coordinating and directing the activities of multi-disciplinary staff; effectively promoting equal opportunity in employment and maintaining a work environment that is free of discrimination and harassment; and effectively contributing to the CSAC's Equal Employment Opportunity objectives.

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.

Responsible for managing and implementing/maintaining an effective testing program. Responsible for creating a test infrastructure that supports robust communication and a cost-effective testing framework.

Responsible for:

Defining and implementing the role testing plays within the CSAC.

Defining the scope of testing within the context of each release/delivery.

Deploying and managing the appropriate testing framework to meet the testing mandate. Implementing and evolving appropriate measurements and metrics.

- To be applied against the product under test
- To be applied against the testing team

Planning, deploying and managing the testing effort for any given engagement/release
Managing and growing testing assets required for meeting the testing mandate:

- Team members
- Testing tools
- Testing processes
- Retaining skilled testing personnel

Responsible for understanding how testing fits into the CSAC structure. Responsible for clearly defining the testing role within the CSAC.

35%

Provide budgetary, planning, input and reconciliation. Monitor budgetary input and make recommendations for changes as required. Manage CSAC IT Asset Management Program. Review and approve hardware and software procurements. Ensure written procurement processes and procedures are effective and efficient. Review purchase orders and contracts prior to final approval. Provide staff support and supervisory oversight during contract development or revisions. 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 as part of

CSAC IT Asset Management Program ensuring alignment with the CSAC enterprise organization. Manage all project management standards and review project plans to ensure consistency with the organization's enterprise project management methodology.

Responsible for IT asset management maintenance/management and development of standards, policies, processes, measurements and systems which enable the CSAC to properly manage CSAC IT assets with respect to risk, control, governance, costs and compliance in addition to the performance objectives that have been set by the CSAC.

IT asset management is an integral part of CSAC's IT strategy. Responsible for the data gathering of detailed software and hardware inventory information. Responsible for using data gathered to make recommendations on how CSAC may manage IT resources more effectively, identifying cost savings and opportunities to leverage existing resources. Responsible for minimizing risks that are related to IT assets.

Areas of Responsibility for CSAC IT Asset Management Program (ITAM) consists of:

- IT Asset Management

The overarching set of business practices that join financial, contractual and inventory functions to support life cycle management and strategic decision making for the CSAC IT environment. ITAM is part of CSAC's IT Service Management function.

- Digital Asset Management

The CSAC's intellectual property management function. It is in the form of electronic media content management concerned with managing CSAC digital assets such as photos, videos, and digital data that the CSAC either produces or licenses from third parties.

- Software Asset Management and License Management

CSAC is concerned with the effective management, control and protection of software assets. This includes those produced by the CSAC and those licensed from 3rd parties to ensure that all software in use within the CSAC is properly paid for and in compliance with licensing

15%

Responsible for acting in support of and as a backup to the IT Operations IT Service Management Section Supervisor. This includes understanding the CSAC IT Change Management Program.

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.

Responsible for acting in support of and as a backup to the IT Operations IT Service Management Section Supervisor for purposes of the CSAC IT Release Management Program

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.

III. 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.

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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.

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.

- May be required to work outside of normal business hours
 - Required to carry a mobile communication device
 - May be required to travel to other department's sites
 - Professional attire
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VII. Attendance:

- Must maintain regular and consistent attendance.
 - Must demonstrate punctuality, initiative, accountability and dependability
 - Must be able to model and support CSAC Core Values
 - Must be able to model and support State of California and CSAC Leadership Competencies and demonstrate proficiency in a continually strive to master; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication and Leading Self
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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 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 always. 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.