

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
BUSINESS INFORMATION SYSTEM PROJECT  
DUTY STATEMENT

<b>LEVEL: DATA PROCESSING MANAGER II</b>	<b>POSITION NUMBER:</b>
<b>TITLE: TECHNICAL MANAGER</b>	<b>065-501-1384-004</b>

**Position Summary:** Under the general supervision of the Systems Software Specialist III, Supervisor, Technical Project Lead, the Data Processing Manager II (DPM II) is responsible for developing, operating, maintaining, and enhancing the Department's Business Information System (BIS), SAP, in the areas of Change Management, Incident Management, Standards, Data Management, and Server Administration. The incumbent will be responsible for assigning, delegating, and monitoring staff in the design, development, and testing of the software for BIS Program.

**Knowledge:** The incumbent should have an extensive knowledge in Information Technology (IT) concepts, practices, and methods including the phases of software development and life cycle analysis. The DPM II will be responsible for leading team members on a daily basis in developing comprehensive work plans, coordinating work products/deliverables, and ensuring their timely completion. In addition, the incumbent will work with the BIS User Project Manager, Infrastructure Manager, Functional and Technical Process Teams to coordinate effective end-user communications, change control, incident handling, and training relative to both the Technical and Functional support activities. The incumbent will convey needed information between the Enterprise Information Services (EIS) staff, BIS customers, Functional and Technical managers/supervisors/leads, and other BIS team members and assigns tasks to the Operational and Data Management teams.

The incumbent will supervise the implementation of software changes, legacy interfaces, and software development; support data analysis, cleansing and conversion, documentation, and custom report development; supervise testing functions including planning and testing software and processes and ensuring the security of data.

**Essential Functions:** The incumbent must possess the following: Ability to develop strong working relationships and deliver excellent customer service; strong organizational skills including the ability to multi-task, adjust to changing priorities and manager projects effectively; Ability to work in both team and individual settings with all levels of staff throughout the CDCR and other departments; excellent analytical, problem solving, written and verbal skills; experience developing and presenting materials to define problems and recommend effective solutions.

Travel may be required.

**CONTACT WITH OTHERS:** The incumbent has regular contact with:

- Adult Institutions and Juvenile Justice Facilities — Wardens, Chief Deputy Wardens, Associate Wardens, Business Managers, Superintendents, Executive Superintendents, Assistant Superintendents, and Business Operations staff
- Headquarters—Accounting Management Branch, Budget Management Branch, Business Management Branch, Office of Facility Management, Office of Contract Management, Enterprise Information Services Division, Human Resources, Office of Labor Relations, Office of Civil Rights, Office of Risk Management and Policy and Evaluation Division.
- Control Agencies—State Controllers Office, Department of Finance, Department of Personnel Administration, Department of Technology Services, State Compensation Insurance Fund and Department of General Services.

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**SUPERVISION EXERCISED:** Four (3) Staff Information Systems Analysts, One (1) Staff Information Systems Analyst (Supervisor), One (1) Associate Systems Software Specialist, One (1) Associate Information Systems Analyst, One (1) Associate Programmer Analysts, Three (3) Information Systems Technicians, and Three (3) Mechanical Technical Occupational Trainees.

**SUPERVISION RECEIVED:** System Software Specialist III, Supervisor.

**Duties**

- 35% Plan, organize, and direct the activities of analytical and technical staff in the following program support areas: System Administration, Configuration Management, Development, Analysis, and Quality Assurance. Supervise, train, and evaluate subordinate team members. Track and report staff project time and effort.
- 30% Identify ERP solution software requirements. Contribute to scope of work and conduct evaluations of bids. Identify security requirements and definitions. Identify data-backup and recovery procedures. Identify data standards and definitions. Identify and define interfaces. Identify, implement, and maintain operational standards.
- 20% Review and approve test plans. Review security requirements, data backup and recovery procedures. Design, report and form specifications. Design business specifications. Design conversion specifications. Review interface specifications.
- 10% Assist in the development of strategies and policy recommendations related to implementing IT enterprise policies, procedures, and operational changes; oversee and provide policy and program direction to staff; direct the formulation and implementation of IT policies and standards related to the functionality of the systems.
- 5% Prepare written documentation in a variety of formats including but not limited to: Microsoft Word, PowerPoint, Excel, and Visio. Other duties as required.

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee's Signature	Date
Supervisor's Signature	Date