

## ENTERPRISE INFORMATION SERVICES DUTY STATEMENT

<b>Section</b>	Infrastructure Services
<b>Unit</b>	Unified Communications
<b>Position Number</b>	065-620-1559-500
<b>Classification</b>	Systems Software Specialist III (Supervisory)
<b>Revised Date</b>	June 5, 2015

**Supervision:** Under the administrative direction of the Data Processing Manager IV, the Systems Software Specialist (SSS) III (Supervisory) supervises and manages human resources, work effort allocations, expenditures, contracts, and procurements for the Institutional telephony services, the Departments' radio and video communications, and other enterprise security and infrastructure services. The SSS III (Supervisory) directly manages specialists, consultants, and supervisors by providing them with strategic and operational technical direction.

**Knowledge:** The SSS III (Supervisory) is a master level position and the incumbent sets them self apart from other information technology professionals in the field of radio, voice, video, cellular, and data communications. The incumbent has extensive knowledge of electronic data processing equipment and its capabilities and interfaces between hardware and software; and has extensive experience in the configuration, installation, maintenance, troubleshooting and implementation of the most complex data communications systems. The incumbent must possess master level knowledge required to manage Institutional telephony services, Departments' radio and video communications, and other enterprise security and infrastructure services. The incumbent demonstrates true proficiency with respect to data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency with respect to evolving industry trends and standards. The incumbent will demonstrate specialization in enterprise system administration/operation as well as master knowledge and ability to apply concepts relative to system, application and network components in designing, implementing and evaluating long term, complex information technology systems. The SSS III (Supervisory) must be familiar with Project Management Institutes (PMI) methodology and best practices. In addition, the incumbent must have the experience and knowledge of State of California Project Management Oversight and PIER best practices. SSS III (Supervisory) has experience managing or directing the configuration, installation, maintenance, troubleshooting and implementation of large telephony services, radio communications, voice/video conferencing, and other enterprise security and infrastructure services.

Knowledge and management experience in data processing services including but not limited to capacity planning, architecture design, security policies, data processing concepts, practice, methods, and principles.

The SSS III (Supervisory) must have management/supervisory skills, including communications skills, project management skills, and knowledge of IT service management. The SSS III (Supervisory) must demonstrate the ability to work in a team environment.

**Guidelines:** The SSS III (Supervisory) is responsible for managing a team consisting of supervisors, information systems analysts; system software specialists; mechanical and

technical occupational trainees, and students at the trainee, sub-journey, journey and advanced journey levels.

**Complexity:** This position manages the professional staff, technical staff and contractors necessary to provide Institutional Telephony services, the Departments' radio and video communications, and other enterprise security and infrastructure services. to support the CDCR in executing its mission and fulfilling court orders, court settlements, and federal mandates.

**Scope and Effect:** The services which are the responsibility of the SSS III (Supervisory) affect a significant number of CDCR business areas, mission critical and non-mission critical. These areas include the ability to efficiently and effectively access the Institutional telephony services, the Departments' radio and video communications, and other enterprise security and infrastructure services.

**Personal Contact:** The SSS III (Supervisory) is able to establish and maintain cooperative relationships with other managers, Information Technology (IT) personnel, vendors, contractors, and all customer levels while ensuring that his/her team processes service disruptions, service requests, or project tasks. The SSS III (Supervisory) maintains a customer-friendly and professional attitude during contacts. The SSS III (Supervisory) also presents information to CDCR management and their program areas regarding IT services or proposals.

The actual duties of the SSS III (Supervisory) include, but are not limited to the following:

**50% - Direct workload through subordinate supervisors and high-level professional and technical staff:**

- Defines responsibilities, assigns authority and creates staff accountability;
- Identifies and delegates work to be performed to optimize resources and skill sets; and
- Creates and maintains a working environment that encourages mutual cooperation between users and EIS staff.
- Performs resource management and ensures that resource utilization is tracked, monitored, and managed;

**20% - Mentor and act as consultant for Department initiatives affecting Institutional telephony services, the Departments' radio and video communications, and other enterprise security and infrastructure services**

- Participate and oversee data communications, directory services, server, and storage standards through effective use of Technical Architect resources; and
- Understand business needs for data communications capacity and coordinate the development of solutions to meet business needs.
- Sets goals and objectives;
- Support Enterprise and individual division initiatives that rely on CDCR's enterprise Infrastructure to be successful;
- Provide consultation and conceptual solutions;

**20% - Project Management**

- Client/Customer/Sponsor interface: maintain open communications, cultivate customers confidence and cooperation;
- Assists team to identify potential project risks and mitigation;
- Performs project planning, initiation, and execution;

- Performs resource management and ensures that resource utilization is tracked, monitored, and managed;
- Resource Manager: Balances the needs of the project, customer, EIS, and CDCR.
- Manages conflicts;
- Clearly identify tasks and responsibilities; delegates, motivates, and evaluates;
- Manages responsibility and task interfaces;
- Team Deliverable Acceptor: Sets performance standards, seeks ways and means for productivity improvement, verifies milestone achievements, validates quality of deliverables against standards;
- Delivery Executive: verifies/confirms continued validity of project constraints (scope, quality, schedule, cost);

**10% - Evaluate staff performance and outcomes:**

- Measure and evaluate staff performance according to established criteria;
- Measure and evaluate projects and assignments according to established criteria;
- Assess who/what is successful and who/what needs improvement; and
- Initiates corrective action for problem areas.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_