

Data Processing Manager III or Data Processing Manager IV

Position Number: 339-100-1393-900

Permanent, Full-Time

DATA PROCESSING MANAGER III SALARY RANGE: \$7,260-\$8,656

DATA PROCESSING MANAGER IV SALARY RANGE: \$7,982-\$9,518

Duties will be commensurate with level of appointment.

DUTIES: Under the general direction of the Deputy of Administration, the incumbent is responsible for the management and operational activities of the Information Technology (IT) Services unit and oversees the performance of three professional IT staff. Duties include but are not limited to the following tasks:

Supervision/Administration (35%)

- Manage the day-to-day operations of the information technology services unit including directing and guiding staff who support application design and implementation, network/server administration, user support, telecommunications, training, inventory, etc.
- Provide leadership, mentoring, training, and professional development to staff. Manage office priorities and workload to ensure goals and objectives are met within established deadlines. Foster staff development, approve and deny leave requests, evaluate staff performance, provide on-going performance feedback, coach subordinate staff, and instill the office core values as a regular part of staff training and dialogue.
- Prioritize and manage project activities and resources to ensure alignment with organizational goals and objectives.
- Manage IT-related contracts, develop justifications for outside services, develop scopes of work for contract requests, serve as liaison with contractors, ensure that the services rendered are consistent with contract language, and approve invoices for payment.
- Direct and oversee IT purchasing in compliance with office policies.
- Respond to all executive-level data requests and provide status/escalate appropriate issues/risks to the executive level.

Chief Information Officer (20%)

- Represent the office as the Chief Information Officer when in discussions with outside entities such as Legislative Data Center, OTech, or vendors.
- Develop and implement all IT goals and strategies for the office.
- Establish and maintain operational procedures in compliance with applicable governmental policies and guidelines and IT standards.
- Ensure the integrity, performance, and reliability of IT services using industry best practices.
- Identify and mitigate operational risks that adversely impact the delivery of services.
- Assess service offerings to determine continued viability based on customer needs, costs, available skill-sets, and industry standards.
- Stay current on the latest trends in information technology advancements to support emerging technologies and enhance service offerings.
- Conduct new employee orientations including IT policy review, equipment issuance and instruction.
- Effectively and succinctly instruct or inform the office on organization-wide IT additions or modifications.
- Oversee maintenance of and ensure that IT policies are accurately captured in the Software and Computer Resources chapter of the office's Comprehensive Manual.

Information Security Officer (20%)

- Represent the office as the Information Security Officer when in discussions with outside entities such as Legislative Data Center, OTech, State Controller's Office, auditee departments, California Highway Patrol, vendors, etc.
- Develop, implement, and ensure staff is aware of information security policies, practices, and guidelines that help to ensure the integrity, confidentiality, reliability, and appropriate use of all office information assets.
- Select and administer encryption software and train users.
- Approve all data security plans for individual audits.
- Assist the office with security/privacy issues when dealing with sensitive and confidential auditee information.
- Manage project(s) risks, issues, and develop risk mitigation and contingency strategies to ensure successful project implementation.
- Oversee regular updates, testing, and continuous improvement of Disaster Recovery Plans.
- Establish new users in other state agencies' IT systems, create user IDs and passwords, and act as administrator for these accounts.
- Assist with annual privacy and security training.

IT Support (15%)

- Direct and oversee the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices.
- Set priorities, goals and resources to meet service needs that align with strategic organizational objectives.
- Determine the need and oversee the implementation of office-wide hardware and software conversions and upgrades.
- Advise non-specialist auditors on audit questions requiring IT expertise.
- Design, organize, and conduct IT training courses for all office staff.

Backup IT Network and User Support (10%)

Act as a backup resource to any and all functions within the IT Unit including:

- Network Administration
 - Assist the network administrator in ensuring that the office LAN is properly secured at all times.
 - Assure that backups are properly performed on critical data.
 - Analyze server hard drive space to ensure the office has enough hard drive space to save data.
 - Troubleshoot network problems.
- User Support
 - Direct the setup and installation of new personal computers, printers, and software.
 - Provide office IT and mobile device support.
 - Add new users and remove old users from the network. Reset passwords as needed.
 - Assist in maintaining IT equipment.

DESIRABLE QUALIFICATIONS:

- Knowledge of information technology best practices and the principles of systematic problem solving.
 - Experience planning, organizing, and directing the work of professional IT staff.
 - Experience with establishing policies and standards, process improvement.
 - Knowledge of the principles of project management, database management, and IT systems design.
 - Ability to prepare clear and concise documentation (e.g., concept papers, statements of work, operations manual, disaster recovery procedures, operational recovery plans, etc.)
 - Skill to think strategically to provide innovative solutions to critical business problems.
 - Ability to establish and maintain cooperative working relationships with all levels of staff and management in order to participate on projects, coordinate and partner effectively with peers, users, developers, management, executives, and others.
 - Ability to work well under pressure, meet deadlines, and adapt to changing priorities.
 - Ability to exercise a high degree of initiative, independence of action, and originality.
 - Possession of excellent communication, writing, and analytical skills.
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APPLICATION REQUIREMENTS:

In addition to your **standard state application (STD. 678)**, please provide a **Statement of Qualifications (SOQ)** for the hiring manager's review. The SOQ is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desired qualifications and qualify them for the position. The SOQ serves as documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no longer than two pages in length. Font size no smaller than 12 point.

TO APPLY, send or deliver a completed STD.678 and SOQ to:

Location

California State Auditor
621 Capitol Mall, Suite 1200
Sacramento, California 95814

Contact

Kristina Gin
(916) 445-0255, ext. 500
kristinag@auditor.ca.gov

FINAL FILING DATE: OCTOBER 24, 2014

SELECTION PROCESS: Current state employees with status in the Data Processing Manager III/IV classifications, lateral transfers from equivalent classes, former state employees who can reinstate into either class, and persons who are reachable on a current employment list for either classification may apply. All interested applicants must submit a STD. 678 (with an original signature) and must indicate the basis of their eligibility in the explanation box. **Emailed applications will NOT be accepted. Applications without an SOQ will not be considered.** All appointments will be made in accordance with applicable personnel laws and rules. Only those appearing most qualified will be interviewed.

Upon appointment, all employees of the state auditor are subject to **fingerprinting and having a background check conducted**. All California State Auditor employees are excluded from collective bargaining.

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, RELIGIOUS CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, PHYSICAL DISABILITY, MENTAL DISABILITY, MEDICAL CONDITION, GENETIC INFORMATION, MARITAL STATUS, SEX, GENDER, GENDER IDENTITY, GENDER EXPRESSION, AGE, SEXUAL ORIENTATION, OR MILITARY AND VETERAN STATUS.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. 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.