



BOARD OF STATE AND COMMUNITY CORRECTIONS

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader or assistance attending an interview please call (916) 323-8579.

Position:

Information Technology Manager I

Position #:

917-190-1405-XXX

Salary Range:

\$9,387.00 - \$12,579.00

Issue Date:

November 25, 2025

Final Filing Date:

December 11, 2025

Contact:

BSCC HR

BSCCHr@bscc.ca.gov

(916) 322-8088

Location:

Board of State and Community
Corrections
2590 Venture Oaks, Suite 200
Sacramento, CA 95833

Individuals who are currently in this classification; eligible for lateral transfer; or reachable on a certification list may apply.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit application package electronically via CalCareers or to the address below:

STATE CONTROLLER'S OFFICE
Human Resources
ATTN: Classification Unit – IG
300 Capitol Mall, Suite 300
Sacramento, CA 95814

Application package must include all the required documents. Mailed application must include 917-190-1405-XXX. Incomplete application packages will be rejected.

The Board of State and Community Corrections provides services to the county adult and juvenile systems through inspections of county jails and juvenile detention facilities, technical assistance on local issues, promulgation of regulations, training standards for local correctional staff, and the administration of a wide range of public safety, re-entry, violence reduction, and rehabilitative grants to state and local governments and community-based organizations.

The following link outlines a summary of benefits available to state employees: <https://www.calhr.ca.gov/Pages/California-State-Civil-Service-Employee-Benefits-Summary.aspx>

Applications will be screened and only the most qualified will be interviewed. Application must include "to" and "from" employment dates (m/d/y), hours per week, and prior employer contact information including contact number. Applications received without this information may not be considered for this position.

All types of appointments will be considered, including but not limited to, T&D Appointments.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

In accordance with the BSCC's Nepotism Policy, any personal relationships will be confirmed before a job offer is made.

Scope of Position:

Under the general supervision of the Chief of Administration, a Deputy Director, the Information Technology Manager I (ITM I) is responsible for the leadership, analysis, programming, processing, technology operations and day-to-day management of the Information Technology (IT) Unit consisting of all six IT domains for the Board of State and Community Corrections (BSCC). This position functions as the BSCC's Chief Information Officer (CIO).

The position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing); develop and maintain IT knowledge and skill related to specific tasks, methodologies, materials, tools, emerging technologies and equipment; be proficient in complex writing exercises that are reviewed by various state agencies, external stakeholders, and internal partners; complete assignments timely and efficiently; and adhere to BSCC policies and procedures.

Duties and Responsibilities:

The incumbent must have the ability to perform the following essential functions with or without reasonable accommodations.

- **Management:** Provide leadership to develop, train, monitor, assess and coach a diverse staff within the BSCC's IT Unit over all of the six IT domains (Business Technology Management, Client Services, Information Security Engineering, IT Project Management, Software Engineering, and System Engineering). Plan, organize, direct and review workload that is complex, diverse, technical in nature and varied. Perform various management responsibilities related to staff management and development. Provide guidance, prioritize tasks and obtain

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regular updates from subordinate leads (IT Specialist IIs) and support their efforts to direct and lead subordinate staff. Evaluate necessary staff resources and training needs and propose solutions to improve staff knowledge and skillsets. Establish performance standards and expectations by conducting probationary reviews, annual Performance Appraisals, constructive intervention, corrective actions, and training to enhance personnel growth. Establish reasonable deadlines and monitor staff workload to ensure it is completed accurately and timely. Provide advice and consultation to staff on the most difficult, complex, and sensitive work issues or assignments. Grant or deny staff requests for time off, ensuring appropriate coverage and resources.

- **Project Management & Application/Database Development:** Plan, organize, control, and manage the design, development, testing and implementation of the BSCC's applications and database systems including, but not limited to: determining the priority of tasks/projects assigned to the IT Unit; assigning and monitoring tasks for technical team members; monitoring staff adherence to standards covering all phases of the System Development Life Cycle (SDLC); understand and work with the California Department of Technology (CDT) in the mandated Project Approval Lifecycle (PAL) process to ensure BSCC's IT projects adhere to CDT's requirements and are properly documented and approved as necessary; determine technical resources and training requirements; and review application and database performance to optimize effectiveness. Identify requirements and resources to meet project needs, including but not limited to: development and maintenance of comprehensive project plans and schedules and communicating them to internal and external technical and business stakeholders; identify resources and develop justifications and supporting documentation; identify technical and project issues and recommend appropriate actions or solutions to facilitate resolution; prepare issue papers, correspondences, and reports to keep management and stakeholders apprised of issues and status. Lead project planning efforts, including but not limited to: develop project plans, lead team efforts to develop and implement BSCC IT projects; participate in the planning of the BSCC's strategies to maintain alignment with agency goals and objectives; lead the agency's technology planning process and participate in developing strategic directions involving cybersecurity, information technology, innovative tools, etc.; establish and develop technical standards and policies and procedures affecting all BSCC IT activities. Directly work with newly established division to create IT standards and practices to secure highly sensitive and confidential data.
- **Desktop/User Support:** Plan, organize, direct, and review the work of IT Unit staff who are responsible for the computer desktop hardware/software, network printer, desktop application and database support for the BSCC. Responsible for ensuring all desktop computers, servers, applications, and databases comply with department policies, procedures, processes, and best practices. Analyze the most complex issues with user workstations and develop instructions, guides, and tools for problem resolution. Ensure the BSCC has an effective and efficient issue resolution and response system (e.g., Help Desk). Ensure the BSCC has an effective and efficient asset tracking system that adheres to CDT's requirements.
- **Technical Liaison, Training and Consultation:** Participate and lead IT meetings; provide information, knowledge, and support for IT initiatives; collect information and develop responses to stakeholders, peers, supervisors, managers, and

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control agencies; act as the first point of contact with all internal and external stakeholders; provide consultation and advice to management regarding IT issues; act as a resource for all IT matters in each of the six IT domains; serve on workgroups and projects as needed. Develop and deliver training to all levels of users within the BSCC on various IT topics, issues, systems, and applications. Train, mentor and develop IT Unit staff to assist with agency-wide training efforts. Establish baseline security standards and practices for the implementation of GenAI technologies. Work with external consultants/contractors and other state agencies by liaising with internal staff and external consultants/contractors in the development of new policies and procedures to meet new security requirements that adhere to DOJ standards, IT industry standards, etc.

- Other Duties as Required: Responsible for various other IT related analytical, managerial, and/or technical tasks associated with supporting the BSCC's IT operations.

Desirable Qualifications:

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Knowledge of the functions of California State Government technology policies, principles, and practices.
- Extensive experience with Cloud Services, ManageEngine Service Desk Pro, Office365, SQL, data integrity, and backup systems.
- Experience and knowledge in IT Asset Management, IT Budget and Service Management, IT Business Analysis Management, IT Contracts and Procurements, IT Governance, IT Policy and Practice development, IT Project Management, and all phases of the IT Project Approval Lifecycle.
- Ability to approach IT solutions from a security first perspective. Familiarity with firewalls, encryption, and threat mitigation strategies.
- Ability to plan, organize, and provide oversight and leadership to the work of multi-disciplinary professional management and staff; experience developing and mentoring staff and highly functional teams.
- Ability to communicate effectively verbally and in writing as appropriate for the needs of the audience.
- Ability to establish and maintain excellent relationships with internal partners and external stakeholders.
- Willingness to accept challenges and handle multiple projects simultaneously.
- Ability to maintain confidentiality and be tactful.
- Ability to be dependable, responsible, and have a positive attitude.