



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: (445)
Information Technology
Supervisor II

Position #:
917-190-1404-001

Salary Range:
\$7263 - \$9731

Issue Date:
March 9, 2021

Contact:
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Location:
Board of State and Community
Corrections
2590 Venture Oaks Way, Ste. 200
Sacramento, CA 95833

Final Filing Date:
March 22, 2021

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 – CN
300 Capitol Mall, Suite 300
Sacramento, CA 95814

Application package must include all the required documents. Mailed application must include 917-190-1404-001. Incomplete application packages will be rejected.

The Board of State and Community Corrections provides statewide leadership, coordination, and technical assistance to promote effective state and local efforts and partnerships in California's adult and juvenile criminal justice system, including providing technical assistance and coordination to local governments related to realignment.

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.

Scope of Position:

Under the general supervision of the Duty Director, Standards and Training (a CEA Level B), with functional direction provided by the Chief of Administration, a Staff Services Manager III, the Information Technology Supervisor II (IT Sup II) is responsible for the leadership, analysis, programming, processing, technology operations and day-to-day supervision of Information Technology (IT) staff 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; develop and maintain IT knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments timely and efficiently; and adhere to BSCC policies and procedures.

Duties and Responsibilities:

- **Supervision:** Provide leadership to develop, train, monitor, assess and coach a diverse staff within the BSCC's IT Unit. Plan, organize, direct and review workload that is diverse and varied. Perform various supervisory responsibilities related to staff management and development. Evaluate necessary staff resources and training needs. 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 for on-site resources.
- **Project Management & Application/Database Development:** Plan, organize, control, and supervise 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

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standards covering all phases of the system development life cycle (SDLC); determining technical resources and training requirements; and reviewing 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 technical and business stakeholders; identifying resources and developing justifications and supporting documentation; identifying technical and project issues and recommending appropriate actions or solutions to facilitate resolution; preparing issue papers, correspondences, and reports to keep 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 information technology; establish and develop technical standards and policies and procedures affecting all BSCC IT activities.

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

Desirable Qualifications:

- Knowledge of and ability to learn and understand the technical aspects of information technology management systems and processes.
- Experience with maintenance and operation activities for application support.
- Ability to work well under pressure, manage multiple priorities, meet tight deadlines, and make sound decisions.
- Ability to lead by example and show respect for others.
- Ability to effectively present information to a wide variety of audiences including

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BSCC executive management, BSCC Board Members, end-users, customers, internal partners, and external stakeholders.