

PROPOSED

**Department of Health Care Access and Information
Duty Statement**

Employee Name Vacant	Organization Office of Information Services Information Technology Operations Branch Application Delivery Section Grants Management Group	
Position Number 441-175-1404-XXX	Location Sacramento	Telework Option Hybrid
Classification Information Technology Supervisor II	Working Title Manager, Grants Management Group	

General Description This is the full supervisory level. Under general direction incumbent plans, organizes and directs the work of one or more information technology programs or units, and may occasionally perform the most difficult or sensitive work. This level directly or indirectly supervises all lower level information technology and support staff performing work in the Business Technology Management, Information Security Engineering, Information Technology Project Management, or Software Engineering domains. At this level, the incumbent may also: identify, document, and monitor defined service levels and performance management standards; manage contracts; ensure compliance to project management standards; develop scope of work; and participate in vendor/product solution evaluation and selection. Incumbent performs the following tasks: <ul style="list-style-type: none">• Plan and manage the activities to achieve the Health Care Information and Access's (HCAI) strategic goals and objectives and ISD's operational plans, while maintaining customer satisfaction.• Lead the architecting, implementation, and maintenance to all Grants Management business solutions.• Encourage the development of employees by providing a learning environment and opportunities to enhance necessary skills and knowledge, thereby encouraging responsibility, accountability, and the ability to maintain customer service and optimal network and infrastructure performance.• Establish and maintain positive relationships with all units of the Office of Information Services and executive and business management to ensure that HCAI programs benefit from appropriate business solutions, services and support.	
Supervision Received	Under general direction, incumbent reports to the Information Technology Manager I, Information Technology Operations Branch.
Supervision Exercised	Direct reports are five (5) Information Technology Specialist I and three (3) Information Technology Associates.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel

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	and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.
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Job Duties

E = Essential, M = Marginal

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| 40% | E | <p>Unit Supervision and Administration</p> <ul style="list-style-type: none"> •Directly lead a team of application developers and consultants. •Provide direction, coaching, and mentoring to subordinate staff. •Prioritize work assignments and ensure completion within established timeframes. •Prepare employee evaluations, complete probation reports and annual appraisals. •Approve time off requests, timesheets, and monitor leave balances. •Continuously develop staff by ensuring technical training is available and creating opportunities to understand business processes. •Coordinate and adjust work schedules to ensure coverage of supported services. •Adapt and respond quickly to changes in priorities and business requirements. •Delegate tasks and work assignments at the appropriate level of responsibility. •Produce status reports, update task and project lists, and report to the Asst Branch Chief on the status of incidents. •Collaborate with peer managers across the office to ensure synchronicity. |
| 30% | E | <p>Grant Management Platform Governance, Management, and Operations</p> <ul style="list-style-type: none"> •Collaborate with the Case Management Supervisor on the development of a CRM governance plans to establish best practices and encourage partnerships between end users and the CRM developers. •Participate in Grants Management governance groups. •Lead the training and encourage end user on the configuration and editing of features (e.g., personal views) on the CRM platform. •Lead the architecting, implementation, and maintenance of the Grants Management platforms. •Work closely with executive, business, and IT management in planning of the strategic roadmap for the various Grants Management programs. •Lead CRM developers and configuration experts on the implementation of solutions to meet business requirements (e.g., Grant Management). •Promote reusable solutions to be leveraged in the development of new requests. •Plan regular maintenance and updates to the platforms. |
| 15% | E | <p>Application Planning</p> <ul style="list-style-type: none"> •Lead the rationalization of the HCAI application portfolio. •Lead the implementation and maintenance of application roadmaps for Grant Management configurations. |
| 10% | E | <p>Technology Research and Innovation</p> <ul style="list-style-type: none"> •Lead the research and evaluation of third-party or Grant Management extensions. •Research innovative solutions to business problems. •Lead the development team in implementing new development methodologies and enhancements to existing designs. |
| 5% | M | Perform other related duties as required. |

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.

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- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI’s mission, vision, and goals.
- Demonstrate a commitment to HCAI’s Core Values.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date