CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
POSITION DUTY STATEMENT

☐ PROPOSED

☒ CURRENT

CDCR INSTITUTION OR HEADQUARTERS PROGRAM **ENTERPRISE INFORMATION SERVICES**	POSITION NUMBER (Agency-Unit-Class-Serial) 065-501-1414-007			
DIVISION / UNIT	CLASSIFICATION TITLE **INFORMATION TECHNOLOGY SPECIALIST II**			
ADMINISTRATIVE SOLUTIONS	WORKING TITLE **IT PROJECT MANAGER**			
	TIME BASE / TENURE	CBID	WWG	COI
	Full-time/ Permanent	R01	E	Yes ☐ No ☒
LOCATION Birkmont Drive, Rancho Cordova	INCUMBENT		EFFECTIVE DATE 03/29/2024	

CDCR'S MISSION and VISION

Vision
We enhance public safety and promote successful community reintegration through education, treatment and active participation in rehabilitative and restorative justice programs.

Mission
To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

The California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to building and fostering a diverse workplace. We believe cultural diversity, backgrounds, experiences, perspectives, and unique identities should be honored, valued, and supported. We believe all staff should be empowered. CDCR/CCHCS are proud to foster inclusion and representation at all levels of both Departments.

DIVISION OVERVIEW

Enterprise Information Services (EIS) is the catalyst that drives transformation. We enhance safety, enable rehabilitation, and drive operation efficiency. EIS provides a full range of information technology (IT) services for the Department that includes Information Security, IT Procurement, Infrastructure, software development, implementation and support.

GENERAL STATEMENT

Under the general direction of the Information Technology (IT) Manager I, the IT Specialist II, serves as a Business Analyst, demonstrating an in-depth understanding and level of expertise of Application Services and Technologies, performs the most complex business analyst tasks timely and independently; acts as a project manager on assigned activities related to the development and maintenance of various applications and technologies. Supports enterprise application development efforts, which may include planning, analysis, design, technical documentation, testing, deployment, user training, and troubleshooting.

INFORMATION TECHNOLOGY DOMAINS – PLACE AN "X" ON ALL APPLICABLE DOMAINS

	Business Technology Management		Client Services		Information Security Engineering
X	Information Technology Project Management	X	Software Engineering	X	System Engineering

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
35%	**IT Project Management** • Perform and/or lead teams in project initiation, project planning, project execution, project controlling, and project closing activities for mission critical applications. • Develop and/or utilize tools and tracking mechanisms, such as schedules and budgets, to ensure that project deliverables are on time, within budget, and at the required level of quality. • Provide project status, risks, and issues reporting and support activities. • Establish and maintain strong, positive working relationships/partnerships with cyber security, infrastructure support throughout the IT organization, legal, Division of Adult Institutions, and Administration units and teams. • Propose and/or modify service level agreements. • Develop contingency plans.

- Perform capacity planning for growth.
- Implement existing policies, standards, and procedures.
- Maintain knowledge and abilities in accepted Project Management Principles.
- Participate in the planning and analysis of Information Systems for CDCR.
- Prepare or participate in preparation of project plans and proposals for mission critical applications.
- Participate in Change Control Board (CCB) meetings.
- Actively participate in the development and review of Request for Proposals (RFP), Feasibility Study Reports (FSRs), Post-Implementation Evaluations & Reviews (PIERs) as needed.
- Work with and oversee Contract programmers in development of enhancements and modifications to CDCR applications.
- Possess excellent written and verbal communication skills.
- Work efficiently and professionally with customers as a Change Management team member.
- Possess the ability to meet critical deadlines.
- Manage multiple assignments with changing priorities.

35%

Application Design, Development and Support
- Conduct research and perform analysis to recommend system upgrades, cost-effective solutions, and process improvements to meet current and future needs.
- Participate in application user training activities.
- Conduct root cause analysis to implement or recommend implementation of solutions to customer reported or production application problems.
- Implement modification requests and resolve related problems of the most complex nature.
- Maintain documentation of the CDCR applications.
- Provide technical support for current applications and serve as coordinator for development of new applications.
- Work with infrastructure, security and data groups to implement and support interfaces.
- Expert in taking business requirements and Subject Matter Experts input to build application wireframe or working concept of the application and functional specifications.
- Work collaboratively with other Enterprise Architects to develop interfaces with other systems, servers, devices, and databases.
- Create design diagrams and other required documentation.
- Lead design and development efforts of Administrative Solution's applications across the complete spectrum of the Software Development Life Cycle (SDLC).
- Incorporate Agile Development Methodology and ensure adherence to the methodology.
- Oversee and facilitate design, building, testing, and implementing of new and/or enhancements to software functionality.
- Resolve complex software issues, determine and develop solutions, write functional specifications, test, document, and implement.
- Prioritize work, initiate contact with the appropriate staff and resolve issues.
- Review and approve formal system requirement specifications and the project deliverables for each phase of the SDLC.
- Provide leadership, continuity, and escalation path to resolve issues and ensure forward momentum of projects.
- Coordinate data maintenance and data quality efforts.
- Identify opportunities for process improvement in current applications and take the necessary steps to have them evaluated and/or implemented.
- Develop impact assessments of proposed executive and legislative changes.
- Demonstrate strong analytical and problem-solving skills.

15%

Software and System Engineering and Technologies Expert
- Expert in the technologies and tools to develop and support systems in the Administrative Solutions Section Portfolio.
- Participate in development of division-wide methodologies and standards.

	• Be a liaison with other areas in EIS and provide Technical guidance as needed.
	• Advise, create, and participate in the design of new system architecture, standards, and methods to support organizational needs.
	• Participate in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.
	• Provide technical expertise to projects in the CDCR and advise CDCR management in the planning, development, and implementation of complex IT solutions.
	• Perform analysis and document potential impacts of changes in industry practices, technology trends, and emerging technology by reviewing current literature, talking with colleagues, participating in educational programs, attending meetings or workshops. Coordinate with peers to ensure collective awareness of this information. Develop strategies that incorporate this knowledge and participate in teams that work to implement these strategies.
	• Lead Department implementation of new technical and application development tools and keep pace with the technical advances.
10%	**Team Leader and Mentor**
	• Enable the team to provide technical analysis and identify remediation procedures.
	• Guide and mentor a team of Information Technology professionals.
	• Promote innovation by empowering collaborative approach to technology development and support.
	• Assume general responsibility for enforcing and maintaining standards to guide development efforts of CDCR.
	• Ensure all policies and procedures are in compliance with the California Department of Technology (CDT); the State Administrative Manual (SAM); and the Departmental Operations Manual (DOM).
	• Participate in project or unit staff meetings, including assuming backup responsibilities to the unit manager.
	• Help develop training curriculum for staff that keeps their technical knowledge current.
	• Serve as the lead for the guidance of functional staff and coordination of scheduling and completion of work.
	• Be the technical expert in software design and development and support tools utilized by the Administrative Solutions Product line.
5%	**Administrative**
	• Keep current with Information Technology trends and products, CDCR Client/Server applications, network configurations, procedures and roles and State directives;
	• Adhere to Department policies, rules and procedures;
	• Submit administrative requests including leave, travel, and training in a timely and appropriate manner;
	• Accurately report time, and submit timesheets by the due date.

SPECIAL REQUIREMENTS

• CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, nonemployees, and employees shall be made aware of this.

CONSEQUENCE OF ERROR

The consequence of error at the Specialist II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, and loss of business continuity. Consequences also include error in making decisions or giving advice that would have a serious detrimental effect on the operating efficiency of the undertaking or function.

To be reviewed and signed by the supervisor and employee:

EMPLOYEE'S STATEMENT:

• *I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR AND RECEIVED A COPY OF THIS DUTY STATEMENT.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

SUPERVISOR'S STATEMENT:

• *I CERTIFY THIS DUTY STATEMENT REFLECTS CURRENT AND AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION*

• I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE A COPY OF THIS DUTY STATEMENT.		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE