

**CALIFORNIA HIGH-SPEED RAIL AUTHORITY
DUTY STATEMENT**

RPA 22-072

CLASSIFICATION TITLE Information Technology Manager I	OFFICE/BRANCH Information Technology/IT Solutions Delivery	LOCATION Sacramento
WORKING TITLE Project Delivery and Business Operations Manager	POSITION NUMBER 311-400-1405-011	EFFECTIVE 12/03/2021

GENERAL STATEMENT:

Under the general direction of the Chief of the Information Technology (IT) Solutions Division (IT Manager II) within the IT Office of the California High-Speed Rail Authority (Authority), the IT Manager I (Project Delivery and Business Operations Manager) is responsible for providing leadership and guidance of the IT Project Delivery and Business Operations unit. The unit is responsible for the Authority's enterprise IT project portfolio and administrative functions of the IT Office. The incumbent will oversee the following: IT projects and performance of staff over small, medium, and complex IT projects; management and growth of the IT Project Management Office; IT procurements for goods and services; IT asset management; contract management; budget management; business process management; and program reporting.

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

TYPICAL DUTIES:

The Project Delivery and Business Operations Manager is hands-on, when required, and provides leadership and management of Authority IT Staff, as well as direction and oversight of contracted personnel.

The following Information Technology Domains are applicable to the incumbent's duties/tasks:

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| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> Information Technology Project Management |
| <input checked="" type="checkbox"/> Client Services | <input type="checkbox"/> Software Engineering |
| <input type="checkbox"/> Information Security Engineering | <input type="checkbox"/> System Engineering |

All work will be accomplished in accordance with the State Administrative Manual (SAM) sections 4800 through 5953 and Sections 6700 through 6780; Statewide Information Management Manual (SIMM); California Department of Technology policies and procedures; the Authority's IT Standards; Desktop and Mobile Computing Policy, IT Security Policy; and the Department of Finance Budget Letters.

Specific duties include:

Percentage Job Description/Domain
Essential (E)/Marginal (M)

45% (E)

IT Project and Portfolio Management

- Manage IT requests from the Authority business program.
- Oversee projects from initiation to completion, adhering to Project Management Lifecycle and System Development Lifecycle best practices.
- Provide staff oversight in the preparation of project documentation, which includes charters, schedules, project management plans, and project requirements.
- Monitor project progress, report project status, and take corrective action, as necessary.
- Review project work to ensure adherence to State and Authority standards.
- Participate in planning, information sharing, and visioning for the Project Management Office (PMO).
- Assist with metric collection and Project Portfolio analysis, project risk analysis, and project lessons learned collection and improvements.
- Create, maintain, and monitor project schedules to identify conflicts, necessary integration points, resource needs or utilization, and facilitate reporting.
- Liaise with external oversight agencies to ensure appropriate approvals are obtained, including the Project Approval Lifecycle and budget Change Proposal processes.

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- 30% (E) **IT Project Management Office**
- Design and/or develop reports for the IT Office, including project portfolio reports and status reports relevant for both internal and external audiences.
 - Develop and manage IT governance processes to ensure IT activities are in alignment with Authority priorities and objectives.
 - Develop, implement, and maintain the project management framework for the Authority, including but not limited to standard project templates and governance.
 - Develop, implement, and maintain IT Office processes, with a focus on continuous process improvement.
 - Advise management, staff, and clients on matters regarding IT trends and IT project management best practices.
 - Ensure practices are in compliance with the Authority's IT Standards and requirements set out by the Department of Technology, the Statewide Information Management Manual (SIMM), and the State Administrative Manual (SAM).
 - Identify key performance indicators for IT Office processes and develop appropriate mechanisms to track and report against them. Monitor process outputs and identify risks and issues based on the outputs.
- 15% (E) **IT Business Operations**
- Oversee the planning, development, implementation, and execution of IT asset management for the Authority.
 - Manage the planning, development, and maintenance of the IT Office budget.
 - Lead the preparation of budget requests both internal and external (Budget Change Concepts/Proposals) to the Authority.
 - Oversee the procurement of IT goods and services, including market research, solution analysis, and development of solicitation documents.
 - Support the review of contractor deliverables for approval to ensure alignment with requirements, expectations, and best practices.
 - Ensure that assigned contracts and agreements are administered and managed in accordance with the applicable policies and procedures of the Authority, the State Contracting Manual (SCM), and the California Government Code (GC).
- 10% (E) **Other Duties**
- Represent the IT Office in meetings with Authority management and staff.
 - Maintain up to date knowledge about state policies and processes and industry best practices related to IT administration.

- Invest in personal development through continuous education to maintain position-related knowledge.
- Other duties as required.

KNOWLEDGE AND ABILITIES:

Knowledge of:

The principles of personnel management, supervision, and training; the department's mission, policies, principles and practices; business management principles involved in strategic planning, resource allocation, leadership, coordination of people and resources; budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives and the processes available to meet equal employment objectives.

A supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment; and principles of personnel management, supervision, and training.

Emerging technologies and their applications to business processes; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to:

Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain the support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and

data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

DESIRABLE QUALIFICATIONS:

- Knowledge of the principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management; and State-level policies and procedures related to IT Project Management.
- Significant experience with IT Project Management experience and the California Project Management Framework (CA-PMF).
- Knowledge and experience with the Project Management Lifecycle.
- Knowledge and experience with the System Development Lifecycle.
- Ability to prepare and produce clear and concise documentation (e.g., concept papers, feasibility studies, statements of work, business case justification, etc.).
- Ability to meet business needs through innovative solutions in a fast-paced environment.
- Knowledge and experience with the IT asset management lifecycle.
- Knowledge and experience with the state IT procurement process, including the State Contracting Manual (SCM).
- Knowledge and experience with the state budgeting process.
- Knowledge and experience with continuous process improvement and business process reengineering.
- Knowledge and experience with organizational change management.
- Knowledge and experience with the Microsoft Office suite, including Word, Excel, PowerPoint, Project, and Visio.
- Ability to communicate effectively in a clear and concise manner.
- Ability to establish and maintain cooperative working relationships with all levels of staff and management, communicate effectively with peers, users, developers, management, and others.
- Ability to manage multiple high priority initiatives in a fast-paced achievement-oriented environment.
- Demonstrate a service-oriented, customer relations-sensitive attitude.
- Ability to work under pressure to meet deadlines.
- Willingness to work excess hours to achieve business results.

SUPERVISION EXERCISED OVER OTHERS:

Directs a multi-disciplined staff consisting of state and contractor personnel at various levels who are responsible for the Authority's IT applications.

RESPONSIBILITY FOR DECISIONS AND ACTIONS:

At the IT Manager I level, incumbents are responsible for independent work within business constraints. This level is responsible for the recommendations to executives, decisions for projects, and outputs. This level is also responsible for program, project, and staff decisions and actions.

CONSEQUENCE OF ERROR:

The consequence of error at the IT Manager I level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

SPECIAL PERSONAL CHARACTERISTICS:

- Ability to learn new technologies quickly and thoroughly.
- Ability to resolve technical problems quickly and tactfully.
- Ability to work effectively under tight time constraints, client demands, and the pressure of multiple deadlines.
- Enthusiasm for continuous learning.

INTERPERSONAL SKILLS:

- Excellent written and oral communication skills.
- Excellent analytical skills to troubleshoot problems or offer alternatives for problem resolution.
- Ability to maintain professionalism and tact when dealing with employees, vendors, and business partners.

PHYSICAL, MENTAL, AND EMOTIONAL ABILITIES:

The employee must be able to focus for long periods of time, multi-task, adapt to changes in priorities and complete tasks or projects with short notice. Incumbent will be required to use a computer, mouse and video display terminal and will be required to sit for long periods of time at a computer screen. The employee must develop and maintain cooperative working relationships and display respect for others in all contact opportunities.

WORK ENVIRONMENT:

Employee will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may

fluctuate. Employees may be required to travel outside of their work area to perform general tasks. Employee must carry a cell phone and respond to calls after hours to provide resolution to IT system problems or other urgent business needs.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Name of Employee: _____

Signature:	Date:
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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Name of Supervisor: _____

Signature:	Date:
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