

## Duty Statement

### Department of Managed Health Care

<b>CLASSIFICATION:</b> Information Technology Manager I	<b>POSITION:</b> 551-1405-006	
<b>WORKING TITLE:</b> Chief, Project Management Office	<b>OFFICE:</b> Technology and Innovation, Project Management Office	<b>EFFECTIVE DATE:</b>  <b>DATE APPROVED:</b> April 15, 2022

#### **DEPARTMENT OBJECTIVE:**

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 27.7 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities, and preserving the financial stability of the managed health care system.

#### **PROGRAM OBJECTIVE:**

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using information technology (IT) including Project Management. The systems that the OTI supports have become a valuable tool in the execution of DMHC's business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools, and the underlying IT infrastructure. The Project Management Office provides critical support to these IT projects.

#### **GENERAL DESCRIPTION:**

Under the general direction of the Chief Information Officer (CIO), the Information Technology Manager I (ITM I) serves as the Chief of the Project Management Office (PMO). The incumbent is responsible for managing the department's most critical Information Technology (IT) projects including, but not limited to, the NIMBUS (Necessary Infrastructure Modernization for Business Unified Services) modernization project. NIMBUS is the department's modernization initiative to move legacy applications from custom-code to configurable cloud systems. This position has oversight of the PMO staff that includes, but is not limited to, Project Managers, Business Analysts, vendors/contractors, and partners/external stakeholders to ensure successful project completion; reporting of project status to multiple stakeholders within DMHC, California Health and Human Services (CalHHS) Agency and California Department of Technology (CDT).

#### **INFORMATION TECHNOLOGY DOMAINS**

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

#### **TYPICAL DUTIES:**

Employee must be able to perform the following duties with or without reasonable accommodation.

**PERCENTAGE / JOB DESCRIPTION**  
**Essential (E)/Marginal (M)**

**40% (E) PMO Oversight**

- Provides oversight of the PMO operations, including administrative and supervisory tasks required to support the various projects and systems of the DMHC.
- Plan, organize, and direct the work of a technical and multidisciplinary teams, responsible for Scope Management, Deliverables Management, Risk, Issue and Action Item Management, Schedule Management, Quality Management, Performance Assessments and Metrics, Communications Management, Stakeholder Management and project library activities.
- Oversee and ensure the PMO team's compliance with process and procedures, as defined in Project Management Plans.
- Establish performance standards, staff position expectations, and monitor staff progress towards established benchmarks.
- Ensure the PMO team adheres to principles of project management, as articulated by the Project Management Institute (PMI) best practices, which include initiation, planning, execution, monitoring and closure of complex IT projects in the areas of Enterprise Applications, Business Intelligence and Infrastructure.
- Acquire and manage IT resources in line with DMHC priorities, as established by the governance committee with regards to projects and associated deadlines.
- Lead and participate in IT activities pertaining to DMHC Budget Change Proposals (BCPs) with IT impact.
- Work collaboratively with Contract & Fiscal Managers to facilitate the efficient and effective management of contracts and budgets.
- Oversee IT policy and IT program development while ensuring compliance with state laws and policies, including IT Project Governance from intake to final disposition of projects.
- Collaborate with CalHHS and/or CDT, external oversight entities, to complete mutual projects and work with other outside agencies in statewide deployments and initiatives.
- Develop and lead an IT Business Analyst Program and associated Workgroups that shall consist of Business Analysts and program subject matter experts (SME's) responsible for identifying, analyzing and documenting requirements and developing other artifacts in support of software development and business intelligence projects.

**30% (E) IT Project Management**

- Provide leadership and management of PMO activities according to the project management plans associated with each of the project management discipline areas including, but not limited to: Risk/Issue Management Plan, Schedule Management Plan, Quality Management Plan, Performance Assessments and Metrics Plan, Change Management Plan and Communications Plan.
- Lead and participate in IT activities related to the CDT Project Acceptance Lifecycle (PAL) process.
- Manage PMO activities within a Waterfall, Agile and/or hybrid software development lifecycle methodology.
- Ensure project plan components are current and scheduled for regular reviews.
- Lead, oversee and promote communications activities for assigned projects.
- Train and/or facilitate training on PMO processes and procedures required in accordance with project management plan guidelines.
- Facilitate discussions with management team, contractors, and others to ensure all project

activities are conducted according to documented practices.

- Participate as a decision maker in meetings with internal team members and executives, vendor staff and partners for various large and complex IT projects.
- Mentor team members and other junior staff when the need for a deeper understanding of specific project management processes is required.

### **15% (E) Organizational Change Management**

- Lead the OTI Change Management Board (CMB) to ensure all inputs to implementing change are considered, communicated and documented prior to release of IT solutions, from initial intake through final project disposition.
- Promote the growth and maturity of the PMO and project management practice to deliver business value and ensure program adoption and sustainability.
- Act as a positive agent for change who prepares, equips and supports individuals moving through changes so that such can be successfully adopted, particularly in the areas of cloud application adoption and agile project management methodology and approach.
- Implement a structured process and supporting tools for leading the people on the side of change to achieve a desired project or organizational outcome.
- Maintain expert knowledge of industry best practices and trends for emerging project management technologies and methodologies including cloud/on-premise/hybrid cloud infrastructures.

### **10% (E) PMO Team Management and Development**

- Ensure fostering a highly innovative culture, focused on delivering customer value that meets the strategic and tactical needs of the DMHC.
- Assist in performance evaluation, recruiting, hiring, staff development and retention activities to ensure an adequate level of technical expertise required to support current and future OTI PMO needs. Ensure that staff receives baseline training in current and new technologies and methodologies, customer support, communication and interpersonal skills.
- Ensure resources are obtained, internally and externally, to augment demands and provide specialized expertise as needed.
- Provide positive leadership, motivation, and expectations for staff to build and sustain a high-performing PMO team and manage performance.
- Develop and maintain a People Capability Maturity Matrix as a framework that focuses on continuous improvement, management and development of the PMO staff including, but not limited to, the implementation of staff training plans that allow employees to achieve higher performance in their primary, secondary and tertiary level responsibilities.
- Manage staff time, attendance, absence and leave, performance; review and approve time sheets.

### **5% (M) Marginal Duties**

- Occasional travel is required to meet internal or external customers, stakeholders, vendors for technical and leadership trainings or seminars. Perform other job-related duties, which may include miscellaneous special projects as assigned by executive management.

### **SUPERVISION EXERCISED OVER OTHERS:**

Oversees the PMO and provides general administrative direction concerning assignments.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:**

The employee should be familiar with OTI's mission and core values, the DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must have:

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

Knowledge of: 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 a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

The employee is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including but not limited to social security numbers, medical or employment history, education, financial transactions or similar information. Failure to protect department employees' confidential information may damage DMHC's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

**WORK ENVIRONMENT:**

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in a cubicle and will periodically attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high-rise building accessed through elevators.

**POSITION REQUIREMENTS:**

This position requires the incumbent maintain consistent and regular attendance; communicate

effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

**ADDITIONAL REQUIREMENTS:**

This position is required under the DMHC’s Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

**SIGNATURES:**

**The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.**

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

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

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date