

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

INFORMATION TECHNOLOGY MANAGER I

POSITION NUMBER:

772-1405-XXX SOLUTIONS DEVELOPMENT MANAGER

DIVISION/BRANCH/REGION:

INFORMATION SYSTEMS DIVISION

BUREAU/SECTION/UNIT:

SOLUTIONS DEVELOPMENT BUREAU

SUPERVISOR'S NAME:

PANKAJ SHARMA

SUPERVISOR'S CLASS:

INFORMATION TECHNOLOGY MANAGER II

SPECIAL REQUIREMENTS OF POSITION (*CHECK ALL THAT APPLY*):

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. (*Explain below*)
- None
- Other (*Explain below*)

Fingerprints and background check required. Form 700 filer.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

Click or tap to enter a date.

EMPLOYEE'S SIGNATURE

DATE

Click or tap to enter a date.

SUPERVISION EXERCISED (*Check one*):

- None Supervisor Lead Person Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.
3 IT Specialist II, 5 IT Specialist I

Total number of positions for which this position is responsible: 6 State Staff

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.
Click or tap here to enter text.

MISSION OF ORGANIZATIONAL UNIT:

Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units. ISD accomplishes this by: effectively managing information systems and equipment; planning, communicating and implementing responsible information technology policies and solutions; and, sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

The IT Manager I (ITM I) is under the general direction of the Innovative Technology Solutions Branch (ITSB) Chief within the Information Systems Division (ISD) and is the Service Owner, responsible for the technical management of the implementation and support of Information Technology Service Management (ITSM) system, Service Now and Customer Relationship Management (CRM) solutions using Microsoft Dynamics, Salesforce and web technologies like .Net framework. The position also manages all new and ongoing Cloud initiatives for the Department related to assigned projects. Cloud projects include permutations of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), and CalCloud service offerings and related solutions. The ITM I also manages new and ongoing Business Intelligence solutions, including, but not limited to, services such as Content Management System (CMS), Teams, SharePoint, Learning Management System (LMS), Business Intelligence (BI), and Big Data analytical solutions. The ITM I ensures technical alignment with CDSS goals and directives and works with control agencies to comply with state administrative requirements.

A. RESPONSIBILITIES OF POSITION:

25% Provides technical leadership and strategic direction to the implementation of Information Technology Service Management (ITSM) solution management, Customer Relationship Management (CRM) and Cloud Services project teams to ensure project and organizational objectives are accomplished through effective project management. Plans, directs and oversees assigned project and ensures deliverables and functionality are achieved as defined in the project charter, funding documentation and subsequent project plans. Ensures mission critical program requirements are properly addressed. Negotiates with executive-level decision makers on issues of critical importance to system success. Supports CDSS technical enterprise and governance. Adhere to all State and CDSS IT security and privacy requirements. Work collaboratively with CDSS program areas to ensure customer relationships are well maintained and communications are developed which support positive client interactions and ensure successful project outcomes are achieved growth

25% Provides cross-functional project management, guidance, and direction to technical teams and business stakeholders using agile, hybrid, waterfall methodologies and framework for successful project and product delivery outcomes. Manages and approves technical components of the project schedule and master project plan to ensure system meets the needs of the program units and system build and/or maintenance deliverables are delivered timely within budget and scope. Direct, monitor and authorize project management activities which includes; communication, project scheduling, system requirements (adhering to System Development Life Cycle (SDLC) practices), and issue and risk management. Review and approve contract deliverables. Review and approve invoices and key project deliverables such as planning documents, business requirements, interface specifications, system design and implementation plans. Implements the processes for review/approval of the deliverables defined in the State's IT Project Oversight Framework.

15% Ensures effective management of all resources assigned to the project; State, prime vendor and consultant staff. Provides direct management and supervision of the project contractors and support consultants. Manages contractor performance, approves work products and deliverables from project team, prime vendor, support consultants and interfacing agencies. Ensures that contractor proposals are consistent with State technical, business and policy requirements. Provides management of Cloud initiatives for the Department, including permutations of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), and CalCloud service offerings and related solutions. Also provides management of Business Intelligence solutions, including, but not limited to, services such as CMS, CRM, ITSM, LMS, Teams, SharePoint, BI, and Big Data analytical solutions. Manages client server platforms, which may include, but are not limited to, developments in Microsoft Visual Studio, C#, ASP.NET and Model View Controller (MVC).

15% Serves as the primary liaison between the project teams project sponsors and governance committees, provides project progress and escalates decisions and issues as needed. Serves as the central point of internal and external communications and coordination for the project. Provides strong advocacy for the project with external stakeholders, State government and the public. Represents the State of California and Department at statewide and national conferences and meetings. Effectively communicates with and develops and maintains excellent working relationships with a diverse group of stakeholders to ensure project status and strategic direction is shared and project-related interests are protected and met.

10% Responsible for addressing issues of a wide variety of management and executive stakeholders at the local, State and federal levels. Officially represent the assigned project in executive meetings.

5% 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 Individual Development Plans, constructive interventions, corrective and disciplinary actions and training to enhance personnel growth. Provides advice and consultation to staff on the most difficult and sensitive work issues.

5% Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The ITM I is under the general direction of the ITSB Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITM I is responsible for providing the highest level of project management supporting various projects for the Information Systems Division which includes administrative responsibilities related to personnel management, budget, contract development and management and organizational support activities. Additionally, the ITM I has administrative responsibilities over vendor contracts, and the development of status and project reports utilizing Division and Department standards and processes.

D. PERSONAL CONTACTS:

The ITM I has contact with executive leadership, staff at all levels of the department, other departments and control agencies, e.g., California Health and Human Services Agency, Department of Finance, Department of General Services, Department of Health Care Services, Office of Systems Integration, Federal Agencies, California Department of Technology and local government organizations and stakeholders. The ITM I also meets regularly with vendors and contractors and supports successful service procurements

E. ACTIONS AND CONSEQUENCES:

The ITM I is responsible for extensive knowledge of IT policy, standards, processes and procedures, and working with customers and IT colleagues to identify business problems, opportunities and solutions to advance business programs. The incumbent must exercise good judgment, analyze problems and take appropriate actions. Failure to perform due diligence and exercise good judgment would have an adverse impact on the ability of the ISO to deliver successful information technology projects that support the business and on the branch to provide knowledgeable, informed recommendations to the COSS for effective use to technology. This position requires the incumbent maintain consistent and regular attendance. Inconsistent attendance would shift workload to other employees and negatively impact the quality and timeline of projects.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Ability to communicate complex technical and business process risks and issues to executive level staff. The following are desirable: CBAP and/or PMP certification or eligibility, certified Project Management Professional, knowledge and experience in Agile Process training and CMS or PMI-ACP certified.