



Classification: Information Technology Manger I

Position Title: Chief, Enterprise Analysis & Test Office

Position Number:

Division/Branch: IT

Location: Sacramento County

Job Description Summary

Under general direction of the Chief, Enterprise Project Management Office (ITM II), the Information Technology Manager I (ITM I), Chief of Enterprise Analysis & Test Office directs the work of assigned staff to plan, execute, control, test, transition and close out new and modified Information Technology (IT) initiatives both internal to Covered California and implemented in coordination with external entities that may include other State Departments, local government entities, legislative groups, federal government entities, health plans, and the advocate community. The ITM I coordinates with peers within the IT division, California Health Eligibility, Enrollment, and Retention System (CalHEERS), and programs to ensure new initiatives and projects are at the appropriate scope, requirements are clearly documented, adequate schedules and budgets are in place, and the efforts are appropriately resourced. This position serves in the Business Technology Management, IT Project Management, and Software Engineering Domains. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

30% (E)

Direct the work of assigned staff to plan, execute, control, transition and close out new and modified IT initiatives both internal to Covered California and implemented in coordination with external entities that may include other State Departments, local government entities, legislative groups, federal government entities, health plans, and the advocate community. Ensure staff use and adhere to appropriate business analysis and testing disciplines, processes, procedures and templates developed for these purposes. 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 intervention, corrective and disciplinary actions and training to enhance personnel growth. Establish reasonable deadlines and monitor staff's workload to ensure work is completed accurately and timely. Provide advice and consultation to staff on the most difficult and sensitive work issues. Grant or deny staff requests for time off, ensuring individual has sufficient leave credits available for the leave requested.

30% (E)

Coordinates with peers within the IT Division, CalHEERS, and programs to ensure new initiatives and projects are properly scoped, requirements are clearly documented, adequate schedules and budgets are in place, tested, and the efforts are appropriately resourced. Identify and manage using standard processes risks and issues, ensuring risks and issues are identified and managed at the lowest possible level and proper escalation, both from a content

and timing is performed for efforts managed within the unit. Ensure business requirements and system designs meet the needs of the user community and program stakeholders with the highest degree of effectiveness and efficiency. Ensure the traceability of requirements from inception through implementation.

20% (E)

Work with staff to develop and implement standards and templates for business analysis and testing within the department. Ensure standards and templates align with good business analysis and testing practices as defined by the International Institute for Business Analysis. Lead the development and maintenance of IT strategic plans and project budgeting, assisting programs to document project costs and return on investment. Represent the organization on various governance committees including the CalHEERS Program Coordination Committee. Provide recommendations on the organization's and CalHEERS 24-month roadmap.

10% (E)

Manage and resolve issues related to enterprise IT solutions and CalHEERS. Manage risks related to enterprise IT solutions and the CalHEERS solution and its activities, including monitoring project risks and quality measures, developing and maintaining mitigation plans, and develop and maintain contingency plans. Advise the Chief Technology/Chief Information Officer, Deputy Chief Information Officer, and Chief Enterprise Project Management Office on technical issues and risks related to the enterprise IT solutions and the CalHEERS solution. Provides rotating after-hours and weekend support remotely or on-site as required to support department operations.

10% (M)

Initiate and perform special projects as necessary to meet established goals for the IT Division. Travel between Covered California locations, other state departments and various locations for meetings, training, forums, and/or events as necessary.

Scope and Impact

Scope and Impact

- a. Consequences of Error: The project manager must attain a thorough knowledge of and identify with the organization's programs to recognize opportunities for improving business processes. In this capacity, the incumbent participates in a high level strategic planning, and the development and implementation of automated projects intended to deliver programmatic benefits within significantly reduced time frames. As a highly skilled technical specialist as well as a project manager the incumbent is responsible for the development of the system/solution and/or interfaces." The consequence of error could compromise business processes, and delays in time frames could impact automated projects.
- b. Administrative Responsibility: The incumbent is responsible for the general supervision of the Business Analysis unit; delegating and reviewing work products, personnel assignments and staff development. Additionally, the incumbent will represent the Business Analysis unit at CalHEERS and IT policy committees and project meetings.
- c. Supervision Exercised: Information Technology Specialist I(s)
- d. Internal Personal Contacts: All program groups within Covered California - Staff, Managers, and Directors
- e. External Personal Contacts: CALHEERS, State Departments, local government entities, legislative groups, federal government entities, health plans, and the advocate community

Physical and Environmental Demands

WORK ENVIRONMENT

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; work in a high-pressure fast-paced environment, under time critical deadlines; work

strenuous and long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak enrollment periods, may be required to work overtime; appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Must be able to lift 35 pounds or more, and have the flexibility to crawl under and behind computer/network equipment.

Working Conditions and Requirements

- a. Schedule: 8 hours per day/ 40 hours per week. The incumbent may be required to work outside of standard business hours.
- b. Travel: Travel maybe required up to 5% travel between Covered California locations, other state departments and various locations.
- c. Other: Incumbent is required to carry a cell phone.