

## DUTY STATEMENT

Class Title <b>Information Technology Manager I, Section Chief</b>	Position Number <b>802-383-1405-xxx</b>
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COI Classification  
 Yes       No

Unit

Section  
IT Contract Services

Branch  
Information Technology Administrative Management Services Branch

Division  
Information Technology Strategy Services Division

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.

**Job Summary:** Under the broad administrative and policy direction of the Enterprise Technology Services (ETS), Information Technology Strategy Services Division (ITSSD), Information Technology Administrative Management Services Branch (ITAMSB) Chief, the Information Technology (IT) Manager I serves as the manager over the IT Contract Services Section (ITCSS). The incumbent is responsible for the procurement and processing of the Department of Health Care Services (DHCS) IT contracts and IT interagency agreements including solicitation development, contract administration, contract management and all financials in support of IT contracts. The duties for this position are focused in the Budgeting, Procurement and Purchasing responsibility under Business Technology Management domain and Procurement and Contract Management responsibility under IT Project Management domain of California Department of Human Resources (CalHR) Information Technology Series Allocation Guidelines.

The DHCS is the designated single state agency responsible for administering California's Medi-Cal Program, Medi-Cal is California's Medicaid program. Medi-Cal is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women and low income people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Medi-Cal is financed equally by the state and federal government. The Medi-Cal program spans across multiple California Health and Human Services (CHHS) departments and the DHCS defines California's Medicaid Enterprise System (MES) as the collection of systems and other technical components used by the business processes in the management of the enterprise. MES projects and systems outside of the department include but are not limited to the California Statewide Automated Welfare System (CalSAWS), State Hub, Case Management, Information and Payrolling System (CMIPS) and the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS).

**Supervision Received:** The IT Manager I reports directly to the ITAMSB Chief and receives broad administrative and policy direction from executives, managers, and oversight/partners as it relates to IT contract services.

**Supervision Exercised:** The IT Manager I leads and manages Information Technology Supervisor II, two Information Technology Specialists and two Information Technology Associates.

**Description of Duties:** The incumbent is responsible for DHCS procurement of IT contract services, IT interagency agreements, and ensures all requests are in compliance with ETS policies and procedures along with State and Federal laws, policies, regulations, and procedures, and for the overall day-to-day administration and management of the unit. The incumbent also serves as the subject matter expert (SME) in IT contracts and provides operational and functional supervision in the delivery of complex and/or sensitive assignments entailing the planning, budgeting and execution of complex IT contracts, provides oversight, direction, assistance, and support to staff, and establishes and implements short and long-term goals, objectives, policies, and operating procedures. The incumbent is expected to serve as the first reviewer for solicitation documents, ensuring accuracy, quality, completeness, and compliance to statutes, policies, and procedures. It is the expectation of this position to fully understand and possess the ability to complete all workload in this unit and during critical fiscal year-end deadlines, this position will perform a heavy workload while directing and overseeing all IT contracts.

## **Percent of Time    Essential Functions**

### **45%    IT Contracts**

Responsible for creating, implementing, and operating the IT contract management functions, including the policies and tools to be used by these functions. Oversees the management of all IT contract activities, including IT related interagency agreements. Administers, organizes, directs, guides, and reviews the work of subordinate staff in accordance with the Department of General Services (DGS), the Department of Technology (CDT), and federal policies, procedures, processes, and regulations in order to meet program goals by establishing performance expectations. Assigns workload, provides complete direction, assesses the quality of work, and provides on-the-job training in regards to job requirements, methods, priorities, and deadlines. Establishes and maintains assignment priorities. Resolves complex administrative and managerial problems. Develops and evaluates alternatives, and analyzes data and presents information in writing and verbally. Personally develops and documents the more complex procurements and contracts. Writes and reviews the solicitation documents to meet all requirements for competitive and non-competitive IT procurements and contracts. Participates, drafts, and reviews evaluation materials including leading the evaluation process and act as an evaluator when applicable. Facilitates negotiations. Directs and manages IT contracts including thorough documentation of all administrative, technical, and business requirements, contract deliverables, amendments, and detailed financial expenditures and projections. Manages the entire IT contract lifecycle using the appropriate procurement vehicle. Ensures that risks are identified and managed and detailed high-level schedules are drafted, updated, and followed. Participates and reviews funding requests and reports (e.g., Advanced Planning Documents, Budget Change Proposals, IT Cost Report, and Policy Changes). Collaborates with Department of General Services (DGS), California Department of Technology (CDT), DHCS Legal, and DHCS Contract Division and other business partners to provide overall direction and solutions on contract strategies to ensure contracts are processed timely and in compliance with contract auditing standards and best practices. Develops and implements strategies to address audit findings and minimize protests. Participate in the Project Approval Life (PAL) Cycle process. Provide guidance related to project contract procurements. Participate in meetings and workgroups, as needed.

### **20%    Regulations, Policies, Procedures, Governance**

Oversees the technical aspects of the acquisition for IT services for the department in accordance with state, federal, and departmental procurement guidelines. Provides staff guidance consistent with existing policies and ensures uniform interpretation and compliance with applicable laws, statutes, regulations, and government codes. Acts as a first reviewer and assesses each request for IT contract services submitted by department programs to ensure accuracy, consistency, and completeness while meeting technical requirements and standards. Responsible for ensuring that staff follow state and other regulatory agencies rules and regulations regarding procurement activities specifically, but not limited to, State Contracting Manual, State Information Management Manual (SIMM), State Administrative Manual (SAM) Public Contract Code (PCC), Government Code (GC), California Code of Regulations (CCR), and federal regulations. Recommends and presents changes to contract requirements. Provide contract administration and management guidance to ensure contractor performance is consistent with scope, schedule, and costs and that amendments are negotiated, approved, and executed.

**20% Process Improvement**

Evaluates, proposes, and implements process in IT contract management to increase customer satisfaction and service. Makes recommendations to executive management regarding high-risk solicitations, complicated administrative and/or technical requirements, terms and conditions, and negotiations. Monitors updates to contract policies and make recommendations to implement those updates to ensure consistency with State and federal laws and regulations. Makes recommendations to state control agencies related to contract requirements and language for solicitation documents. Responsible for the development, implementation, and maintenance of procedures, manuals, guides, forms, and boilerplate language. Oversee the monthly development of statistical dashboards and routine ad hoc reports for executive management. Ensure reports are accurate and delivered timely to executive management. Personally performs technical analyses and completes sensitive assignments. Oversees the update and maintenance of several mandatory department forms and templates. Develop and provide training and guidance in contracting process and contract management.

**10% Reports**

Manage and complete all drills and reports as required by, but not limited to, DHCS, DGS, and CDT.

**Percent of Time Marginal Functions**

**5% Other Duties**

Recruit, hire, train, develop, review and retain competent professional staff that possess an adequate level of specialized expertise to support the IT Procurement and Contracts Branch. Assess training needs, develop and implement training plans, and conduct annual performance evaluation. Identify and resolve staff performance issues.

Other duties as required.

Employee's signature	Date
Supervisor's signature	Date