

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 25757	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME Customer Relationship Services	REPORTING LOCATION 707 3rd Street, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Monday - Friday, 8:00 AM - 5:00 PM	POSITION NUMBER 306-072-1414-XXX	CBID R01
CLASS TITLE Information Technology Specialist II	WORKING TITLE Senior IT Project Manager	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under the direction of the Information Technology (IT) Manager I who serves as the Customer Relationship Services Section Chief, the Information Technology Specialist II position in the IT Project Management and System Engineering domains, serves as a highly-skilled and independent specialist responsible for managing the most complex, sensitive, and highly visible special projects pertaining to procedures, strategic planning, program, and organizational needs. This position interacts with high-level DGS executives, agency and program staff, program customers, and external stakeholders and is responsible for the oversight of all phases and aspects of project management, and system development life cycles (SDLC) to ensure efficient, and effective delivery of project objectives.

All work is to be performed in accordance with all applicable federal and State laws, rules, Government Code and other statutory mandates, regulations and/or guidelines of the State Personnel Board, California Department of Human Resources (CalHR), State Administrative Manual (SAM), Department of Finance, and the Department of General Services (DGS).

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

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.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Serves as Senior IT Project Manager on the most complex, sensitive, and highly visible projects, by implementing and applying industry standards, principles, methods, and techniques in order to manage all Project Approval Lifecycle (PAL) and required Project Management deliverables such as Project Management Plans, subordinate plans, schedules, and reports, utilizing the California Department of Technology's (CDT) Project Management Framework and DGS' Hybrid Agile methodology Project Management tools to ensure successful delivery of project objectives in accordance with applicable laws, regulations, policies, standards, and procedures.
25%	Serves as technical Scrum Master on the most complex IT projects by facilitating and mentoring Hybrid Agile teams including Project Managers, Business Analysts, Developers, Architects, Product Owners, Test Analysts, and end users on the State and departmental Project Management and

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 Current Proposed

PERCENTAGE	DESCRIPTION
	Scrum methodologies, in order to keep the project team on track, utilizing Azure DevOps and other DGS standard tools to ensure adherence to the predefined project schedule, cost, scope, and the deliverance of the highest quality product.
15%	Serves as Contract Administrator managing, overseeing, and completing project related procurements by developing procurement documentation, such as Statements of Work, coordinating with the appropriate procurement teams, and leveraging optimum procurement strategies in order to acquire and manage project resources, and to ensure DGS and their customers receive the maximum benefit utilizing ServiceNow in accordance with the Procurement Division's established guidelines.
15%	Develops and implements new or revised best practices, processes, policies, and procedures related to Project Management, Scrum Master, and Hybrid Agile methodologies, by communicating impending changes to the team and training and mentoring coworkers in order to make process enhancements to ensure continuous improvement of ETS' project management practices utilizing Microsoft SharePoint and Teams.
10%	Plans and develops new customer initiatives for DGS' various lines of business by identifying the customer's business problem or opportunity, and collaborating with senior management in order to prioritize and define project scope, develop budgets, and schedule estimates to ensure timely completion of projects which adhere to organizational objectives, utilizing Customer Request Forms, CDT PAL documentation, and Project Charters.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Reviews current IT system literature and participates in educational programs by attending professional organizational conferences, meetings, and workshops, in order to remain abreast of changes in industry practices and emerging technology trends, and to ensure that customers are served with appropriate technology utilizing training tools like Pluralsight and Udemy, research tools like Gartner and Infotech to keep themselves informed.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is eligible for telework up to 3 days a week, in accordance with DGS's Telework Policy, and will be required to report to the office a minimum of 2 days a week. The successful candidate must reside in California upon appointment.

Professional office environment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED