

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Career Executive Assignment (CEA) Level A

POSITION NUMBER:

800-710-7500-001

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Information Systems Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Project Oversight Branch

SUPERVISOR'S NAME:

Chad Crowe

SUPERVISOR'S CLASS:

Deputy Director/Chief Information Officer

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)*

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

EMPLOYEE'S SIGNATURE

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.

1 Executive Secretary, 3 IT Manager Is, 3 IT Specialist IIs, 1 IT Supervisor II, and 1 Staff Services Manager II

Total number of positions for which this position is responsible: 46

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.**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:

Under the administrative direction of the Deputy Director, Chief Information Officer (CIO), the Project Oversight Chief, CEA A supports the Directorate and Department by organizing, directing and overseeing information technology (IT) project management and enterprise. The Project Oversight Chief provides policy guidance and leadership for the Department's IT projects and establishes IT priorities which ensure new systems and IT initiatives align with the strategic plan, are planned and deployed correctly and remain operational at optimal performance levels. The Project Oversight Chief is also responsible for providing direction and guidance on IT enterprise solutions and opportunities which further support CDSS programs and goals while also supporting the mission of the department.

A. RESPONSIBILITIES OF POSITION:

35% Represent and manage the Department's IT Project Management Office while serving as the chief advisor to the CIO and the Directorate on Department policy and the management and oversight of statewide IT architecture, strategic planning and the management and oversight of statewide IT projects. Establishes and maintains an executive level IT project focus by developing and providing technical project management expertise, guidance and advisement to California Health and Human Services Agency (Agency) leadership, Departmental program Deputy Directors, subordinate managers and key county representatives. Assists the CIO with leadership oversight matters and supports the operational strategic goals and missions of the Division. Establishes and maintains Department policies in support of efficient and effective enterprise architecture and project management. Establishes and maintains policies, standards and best practices to protect program customer IT operations and prevent system failures. Serve as a member of the Department's executive team and participate in the development, implementation and evaluation of the Department's strategic plans, emphasizing IT supportive priorities and Departmental goals. Remains current on related IT advances, best practices and state laws and guidelines.

30% Establishes goals and objectives in support of the Division's strategic plan and develops action plans to ensure they are accomplished within prescribed timelines. Maintains the Department's IT strategic direction and management strategies consistent with the State Strategic Plan and State IT guidelines. Organizes staff and work for optimum outcomes utilizing management control systems and performance targets. Develops and implements planning policies, standards and tools to ensure incoming workload is accepted, assigned, scheduled, monitored, tested and delivered on time, within budget and in alignment with customer requirements. Implements and monitors IT project oversight for large scale statewide IT projects to ensure successful outcomes. Implements and monitors efficient procurement best practices to ensure equipment standardization, customer service excellence and best practices and best use of available funding. Oversee vendor contract negotiations and contracting activities. Provide consistent and reliable customer service excellence and competent technical support, by maintaining a customer focused culture. Develop, implement and monitor innovative customer service and support strategies while complying with State IT policies and guidelines. Establishes policy and governance models that will determine IT projects prioritization and compliance with both IT and program policies and aligns with department strategic objectives. Collaborate with the California Department of Technology (CDT) and Agency to facilitate CDSS portfolio visibility, including planning and coordinating related meetings, presentations, briefings and reports that will all serve to garner support and confidence in CDSS IT capabilities and produce successful projects typically of a strategic nature with impact to the entire organization. Provide expertise and advise on the development of project management processes, procedures and techniques. meaningful and accurate delivery of project management activities.

25% Represent the Department with CDT, Office of the CIO, State Executive IT councils, Legislative Analyst Office, Legislative hearings, Office of Emergency Services, State IT counterparts, federal stakeholders, counties, contractors and vendors. Attend meetings, groups and conference to maintain business relationships and facilitate opportunities to advance Department objectives. Advocate and represent all Departmental IT projects through the Project Approval Lifecycle (PAL) process as required and ensure compliance with project documentation and reporting.

10% Provide leadership, direction, technical vision and support to subordinate Project Oversight Branch managers and staff. Provide hiring supervisors with direction, guidance and training on recruitment and hiring strategies and processes in order to attract and maintain qualified talent to the Department. Establish and ensure hiring supervisors follow policies and procedures for new staff on-boarding, training and timely written performance evaluations. Ensure supervisors are compliant with continuing educational requirements and they and their staff adhere to State and Departmental policies, as required. Monitor employee turnover to identify barriers to employee retention and develop innovative strategies to position the Department as an employer of choice. Support Departmental initiatives such as the Employee Satisfaction Survey. Develop, implement and monitor management practices that value, promote and reward employee ideas, constructive feedback, performance and accountability. Travels to stakeholder and vendor locations to participate in planning and negotiation meetings.

B. SUPERVISION RECEIVED:

The Project Oversight Chief receives administrative direction from the Deputy Director/CIO.

C. ADMINISTRATIVE RESPONSIBILITY:

The Project Oversight Chief is responsible for efficient and effective IT project management services supporting 4300 employees operating throughout California's 58 counties; CHHS Agency (cross-department information sharing systems) and the day-to-day operations and performance of all staff within the Branch.

The Project Oversight Chief serves as "back up" to the Deputy Director/CIO upon request.

The ability to maintain a customer focused culture and recruit and retain qualified staff, is essential to this position.

D. PERSONAL CONTACTS:

The Project Oversight Chief has frequent contact with the Directorate, Executive Management team, California Health and Human Services Agency, California Department of Technology, Office of Systems Integration, program IT liaisons, county stakeholders, contractors, vendors and others involved with IT service delivery.

Stakeholder contacts will shape business relationships, perceptions of customer service levels and competency and influence the direction of Department IT policies, programs and projects.

E. ACTIONS AND CONSEQUENCES:

The Project Oversight Chief has executive level decision making and policy setting authority. Decisions and policies implemented by the Project Oversight Chief have statewide service level impact on mission critical programs and service delivery to the vulnerable recipients of Department services throughout California's 58 counties. Poor judgment and decision making can adversely impact critical IT projects, damage the program and policy-making process of all three government levels and jeopardize the Department's ability to achieve its objectives.

F. OTHER INFORMATION:

The Project Oversight Chief works closely with the CIO/CTO to ensure applications and systems are developed, launched and maintained successfully.

Desirable qualifications:

- Excellent leadership, organizational and time-management skills.
- Excellent interpersonal, writing, and verbal communication skills.
- Demonstrated ability to work with control agencies and other governmental entities.
- Ability to plan, organize and direct the work of multi-disciplinary professional, technical and administrative staff.
- Experience with the California Department of Technology's Project Approval Life Cycle (PAL).
- Project Management Professional (PMP) and/or Certified Scrum Master (CSM) or equivalent certifications desired.