State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU:
2, 7, & Non-represented

EMPLOYEE:	CLASS TITLE: Information Technology Specialist III	HEADQUARTER: Mather Campus
PROGRAM/UNIT: Information Technology / Enterprise Solution Services / Solution Engineering Unit	POSITION NUMBER: 165-1415-xxx/ CN XXXXX	CBID: M01
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
EFFECTIVE DATE:	RANGE (IF APPLICABLE): N/A	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Info. Tech. Manager II	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☐ Yes ☒ No

1. SUPERVISION RECEIVED:
   The Information Technology Specialist III (ITS III), Senior Project Manager, is under the administrative direction of the Chief Technology Officer (CTO), IT Manager II.

2. SUPERVISION EXERCISED:
   None

3. PHYSICAL DEMANDS (SEE ADDITIONAL PAGES)
   Physical tasks include sitting for extended periods at a computer workstation with artificial light and temperature control in an office setting. The incumbent will work a minimum of 40 hours per week, with the possibility of overtime in an emergency. The ability to use a personal computer and telephone is essential as most work is performed using these tools. Travel in automobile, commercial aircraft, and public transportation may be required.

4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
   Direct contact with Cal OES executive staff, department managers and supervisors, Cal OES employees, other state agencies, and the federal government to provide technical information to solve information technology problems, discuss operational or business needs and systems requirements. This position may liaise with outside contractors and vendors providing goods or services to Cal OES. Direct contact with the Department of Technology to report on the status and IT reporting requirements.

5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
   The California Governor's Office of Emergency Services (Cal OES) is responsible for disaster response, planning preparedness, and training. This position has a high level of responsibility for supporting department-wide administrative applications and other mission-critical web-based applications. Lack of support for these applications could result in the failure of these applications, which would cause cost overruns and a lack of delivery of critical information.

6. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
   When requested to fill an operational assignment and until demobilized, you will be required to perform the following duties, and your regular duties may temporarily cease.

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
When not on-call, standby or Duty Officer status, if called upon by Governor's Office of Emergency Services (Cal OES) Management (including contact from the California State Warning Center), you are required to make contact as soon as possible.

Shall be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region). May be required to participate in emergency drills, training and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)
If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Cal OES Management (including contact from the California Warning Center) and report to work in a fit and able condition if necessary as requested.

7. JOB DESCRIPTION/GENERAL STATEMENT:
Under the administrative direction of the CTO, Enterprise Solution Services Branch Chief, the IT Specialist III (ITS III) Senior Project Manager has a leadership role in ensuring Cal OES's most complex IT projects meet their schedule, scope, and budget objectives.

As a Senior Project/Portfolio Manager, oversee and lead all aspects of the project and portfolio management office (PMO), business analysis (BA), and organizational change management (OCM) team(s). Responsible for planning, executing, and completing projects on time and within budget while ensuring that they meet the required level of quality. Work collaboratively with cross-functional teams to identify and manage risks, issues, and dependencies while ensuring project outcomes align with business objectives.

The Senior PM provides leadership, guidance, and mentoring to project managers and team members. The incumbent is responsible for developing and maintaining the Cal OES project/portfolio management dashboard and tracking project budgets, resource allocations, and timelines. Additionally, incumbent is required to conduct project reviews, stay up to date on industry best practices, and recommend improvements to existing processes and tools. This role is crucial in ensuring the success of projects and portfolios. Plan and direct the identification, prioritization, design, development or procurement, and deployment of information technology solutions.

The incumbent ITS III independently performs the most complex business process and problem-solving analysis. Tasks assigned to this level require an in-depth and broader understanding of problem identification, analysis, and resolution. The ITS III optimizes and applies solutions for the benefit of the overall organization and plays a major role in advising management or formulating information technology strategy and policy within the organization. This position acts as the lead over the department's IT Project Management Team and demonstrates a depth of leadership and expertise in one or more domains.
IT Domains applicable: IT Project Management, Business Technology Management, and Software Engineering.

Percent of Time	ESSENTIAL FUNCTIONS
35%	**(E) IT PORTFOLIO AND PROJECT MANAGEMENT LEADERSHIP** Lead the Cal OES Agency's IT Project & Portfolio Management Branch (PPM), acting as a primary advisor to the Chief Information Officer (CIO) and Chief Technology Officer (CTO) on policies and strategic initiatives within the Information Technology Division (ITD). Oversee project management processes and strategic planning to align IT projects with Cal OES business goals. Establishes and maintains an executive-level IT project focus by developing and providing technical project management expertise, guidance, and advisement to the department's executives and oversight agencies. Assists the CIO and CTO with project oversight matters and supports the division's operational and strategic goals and missions. Establishes and maintains Department policies to support efficient and effective project management and business analysis. As a senior PM, you will be part of the ITD Leadership team, developing, implementing, and evaluating strategic plans. Priorities will be aligned with Cal OES Departmental goals. Institutionalize project management and solution delivery best practices for IT projects. Provide oversight in preparing project documentation, including Project Management Framework documentation. Examples include charters, schedules, risk assessments, communication plans, training plans, deployment plans, and project requirements. Chair the Information Technology Steering Committee to facilitate IT Project intake, coordination, and status with Division/Directorate Chiefs. Provide relevant information to the CIO, CTO, CISO, Directorate Chiefs, IT Steering Committee, and Executive so that they can make informed and timely decisions. Acquire and manage IT resources in accordance with the department's priorities. Track and report on IT resource allocation and forecast. Manage the product backlog, project scope, and timelines to lead incremental software development (Agile/SCRUM) projects and deliver minimum viable product (MVP). Review projects and service requests and recommend project and service request priority. Assign projects to work units and resources. Monitor project progress within the portfolio, report project status, and take corrective action as necessary. Collaborate with ITD branch chiefs and managers in managing and directing the activities of an information technology staff responsible for developing, enhancing, and maintaining automated systems supporting the IT project initiatives. Implements and monitors IT project oversight for large-scale statewide IT projects to ensure successful outcomes. Ensure all IT projects adhere to departmental standards, including Project Management Book of Knowledge (PMBOK), State Information Management Manual (SIMM), California Project Management Framework (CA-PMF), IT best practices, California Department of Technology (CDT) and Department of Finance (DOF) control agency, state laws, and guidelines. Serve as the primary contact for project stakeholders, including other state departments, agencies, and the public. Set and enforce project standards, documentation, development, and maintenance standards for quality. Serve as the senior project manager and leader on the most critical/complex IT projects for all project lifecycle stages, including project approval, initiation, planning, testing, execution, closure, maintenance, and operations.

	Lead day-to-day activities of the staff assigned to projects, including state and contract staff, in a matrix-managed environment—project staff report in a functional capacity, not organizationally, to the Senior Project Manager. Schedule and lead project-related meetings and discussions as needed. Provides training and mentoring to project and engineering team members as needed.
30%	**(E) BUSINESS ANALYSIS AND ORGANIZATIONAL CHANGE MANAGEMENT LEADERSHIP** Provides oversight and direction for the Business Analysis process to meet comprehensive customer needs and to adhere to business analysis artifacts, human-centered design framework, activities, and timelines. Ensures project status is reported to all affected participants on a timely basis. Negotiates with project sponsors and stakeholders to ensure outcomes are in accordance with project scope and objectives. Works closely and communicates regularly with the Enterprise Architecture Group and Business Analyst lead to establish standards, guidelines, tools (e.g., Azure DevOps), and methodologies (Agile, Waterfall, Scrum) to be adopted and used consistently for the business analysis processes. Responsible for leading the functional design, business process workflow diagrams, documenting 'as is' and 'to be' processes, and performing gap analysis that results in detailed user requirements. Manages, assigns, and monitors the PPM team's business analyst workload to ensure effective resource utilization. Aligns BA activities with IT strategic goals and objectives in order to deliver processes that have the greatest impact to successful IT operations. Provides leadership, management, and direction to the business analyst team to accomplish project objectives. Reviews and refines deliverables for accuracy, consistency, and completeness. Addresses escalated risks, issues, and changes to provide guidance on the mitigation strategy. Oversees and directs a full range of business analysis activities in all phases of the Software Development Lifecycle (SDLC), including, but not limited to, level-of-effort estimation, technical research, sprint/iteration planning, risk identification, requirements gathering, system design, user acceptance testing, and implementation support. Responsible for leading and managing a team of OCM professionals, collaborating with other departments and stakeholders, and ensuring that the organization's culture and values are reflected in all change management efforts. You will also need to be able to communicate effectively with all stakeholders, including senior executives, to build buy-in and support for change initiatives.
10%	**(E) IT STRATEGY, CONTRACTS, AND OPERATIONS SUPPORT** Assists in the development and continuous improvement of portfolio and project management standards, guidelines, processes, procedures, methodologies, templates, and other supporting materials and tools used by the Cal OES. Responsible for planning and conducting regular project status meetings with Cal OES directorates and business pram leadership. Support and establish goals and objectives in support of the Cal OES IT and business's strategic plan and develop action plans to ensure they are accomplished within prescribed timelines.

	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 aligned with customer requirements.

Implements and monitors efficient procurement best practices to ensure contract standardization, customer service excellence, best practices, and best use of available funding. Oversee vendor contract negotiations and contracting activities.

Communicate, Collaborate, and manage the release schedule for projects and future enhancements with Cal OES business stakeholders.

Establish policy and governance models to determine IT project prioritization and compliance with IT and program policies that align with department strategic objectives.

Collaborate with and support staff that perform impact analysis on proposed legislation with an IT component, research technology trends and best practices, and develop strategic plans aligned with business and organizational goals. Collaborate with outside agencies in statewide deployments and initiatives.

Coordinate with the Enterprise Architecture Group and ensure analysis documentation and specifications are documented using best practices/methodologies to maintain the Systems Development Life Cycle. |
| 10% | (E) PROJECT OVERSIGHT

Collaborate with the California Department of Technology (CDT) and Project Oversight Office to facilitate Cal OES portfolio visibility, including planning and coordinating related meetings, presentations, briefings, and reports.

Provides advice to leadership on IT strategy, policy, and governance for the organization and enterprise. Responsible for producing special and ad hoc analysis reports.

Serves as the strategic expert advisor in developing and implementing IT project management oversight procedures to support all IT projects and efforts.

Acts as a consultant in advising and guiding cross-divisional and enterprise projects with multidisciplinary project teams and matrix management structures through project management processes.

Prepares and provides project management-related training to project team members as required. |
| 10% | (E) IT PROJECTS AND RELATIONSHIP MANAGEMENT

Work closely with the team to establish and enforce business analysis and project management standards and templates aligned with best practices from the Project Management Institute (PMI), International Institute of Business Analysis (IIBA), Change Management (ProSci), and the Department of Technology Project Approval Lifecycle process. Review and provide guidance on legislative bill analysis and evaluate its impact on projects.

Liaison with internal and external stakeholders to manage relationships and coordinate project initiatives. Facilitates project steering committee and business objectives, requirement gathering meetings, and conducts presentations and/or briefings on IT modernization projects to departmental executive leadership and oversight agencies. |

Percent of Time	MARGINAL FUNCTIONS
5%	Other Related Duties as Required The incumbent will perform other related duties as required to fulfill the Cal OES mission, goals and objectives. Additional duties may include, but not be limited to: (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings.

OTHER INFORMATION

The position requires strong team leadership skills in identifying new issues and business opportunities and an ability to work with people with diverse goals, skills, and knowledge. The incumbent must demonstrate good written, verbal, presentation, and interpersonal skills.

DESIRABLE: Valid California Driver's License. Travel to locations throughout the state may be required for regular and emergency operations.

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☐	☒
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☐	☒
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☒	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☐	☐	☐	☒
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☒	☐	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	☐	☐	☐	☒	☐
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☒	☐	☐	☐

PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☒	☐	☐	☐
FINGERING: Pushing buttons on telephone; typing; copying.	☐	☐	☐	☐	☒
REACHING: Answering phones.	☐	☐	☒	☐	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☒	☐	☐	☐
KNEELING:	☐	☒	☐	☐	☐
PUSHING OR PULLING:	☐	☒	☐	☐	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☐	☒

OTHER INFORMATION

Must have knowledge of state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

SIGNATURES

Certification of Applicant/Employee

Note – If you have any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.

I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.

I have read and discussed these duties with my supervisor:

The ITS III is required to have a broad knowledge of the State's IT procurement and project management and oversight activities, and the State's Project Approval Lifecycle (PAL) functions, including project governance principles and guidelines to support decision making. The IT III must exercise a high degree of initiative; independence of action and originality; demonstrate tact and good independent judgement; communicate effectively; develop and maintain effective and cooperative working relationships; easily adapt to changing priorities; work as part of a team; and able to work under pressure to meet stringent deadlines.

The ITS III independently performs the most complex business process and problem-solving analysis. Tasks assigned to this level require an in-depth and broader understanding of problem identification, analysis, and resolution. This position acts as the lead over the department's IT Project Management Team and demonstrates a depth of leadership and expertise in one or more domains. The ITS III optimizes and applies solutions for the benefit of the overall organization and plays a major role in advising management or formulating information technology strategy and policy within the organization.

The ITS III demonstrates team leadership competencies and models the organization's values. The ITS III responsibilities include project management, serving as a consultant and/or advisor where proposed plans and implementation have a significant impact on the organization's business success: business technology management through process development, documentation of IT procedures, training, and policies.

The ITS III leads and mentors project teams in developing, implementing, reviewing, maintaining, and improving project management policies, processes, and procedures to support the IT Project Management team modernization efforts. The ITS III communicates appropriately to technical staff, program staff, senior stakeholders, advisory and control agencies.

_____   _____

Employee's Signature   *Date*

I certify that the above accurately represents the duties of the position:

_____   _____
Supervisor's Signature   *Date*

Chief Information Officer
Civil Service Title