**OFFICE OF THE STATE CONTROLLER**

DUTY STATEMENT

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| **EMPLOYEE NAME**  Vacant | **DIVISION – UNIT NAME**  Personnel and Payroll Services Division (PPSD) -California State Payroll System (CSPS) Project |
| **CLASSIFICATION TITLE**  Information Technology Manager I | **HEADQUARTERS ADDRESS**  300 Capitol Mall  Sacramento, CA 95814 |
| **WORKING TITLE**  Client Services and Data Manager | **POSITION NUMBER**  051-221-1405-005 |
| **Information Technology Domain**  Client Services | **EFFECTIVE DATE**  TBD |

**SECTION A: GENERAL DESCRIPTION**

Under general direction provided by the California State Payroll System (CSPS) Technical Manager (Information Technology Manager II), the Client Services and Data manager is responsible for overseeing the activities of technical staff performing the creation and delivery of architectural documentation, interagency agreements, reports, data analytics and payroll data from multiple legacy systems to a new cloud hosted software solution. The ITM I will oversee staff performing complex IT support activities for the CSPS IT Project, a project to improve and replace the current personnel and payroll systems. CSPS will deliver a modern solution for Human Capital Management (HCM) including core HR functionality (position control, personnel administration, benefits administration, and time management) and Payroll with employee self-service and streamlined business processes using innovative technology solutions. The incumbent will perform a wide variety of activities such as system monitoring, environment analysis, data analysis and reporting, system design, problem resolution, and requirement agreement coordination. The IT Manager I will combine complex analysis for technical needs with project management tasks, which includes personnel and payroll system design planning and implementation activities for a highly complex IT project.

The incumbent must demonstrate the highest level of expertise in business systems analysis techniques and System Development Lifecycle (SDLC) practices, the Project Management Lifecycle (PMLC), CA-Project Management Framework (PMF), Change Control principles and practices, and customer service concepts.

Duties include, but are not limited to:

**SECTION B: ESSENTIAL FUNCTIONS**

Candidates must have the ability to perform the following essential functions with or without reasonable accommodations.

|  |  |
| --- | --- |
| **Percentage of Time Spent** | **Typical Task** |
| 35% | Responsible for developing and maintaining service level agreement standards and processes for internal and external parties participating in the technical implementation of the project. Ensures customer needs are being met in accordance with state compliances standards and policies, or planning to meet those standards. Ensures agreement standards and uptime are being met through system monitoring and reporting.  Participates in the technical workload planning, and change advisory board activities for the project. Includes prioritization, solution assessment, level of effort estimations and analysis for new or changed technical implementation.  Oversees the creation and adoption of architectural documentation for the systems and processes. This includes diagrams, workflows, operations, capabilities, and other technical environment descriptors for industry standards. Such as but not limited to, System Design Documents (SDD) and Entity Relationship Diagrams (ERD). Coordinates process, policy, documentation for the technical systems and their partners. Manages technical customer engagement and supports technical improvements through coordination. |
| 35% | Responsible for ensuring the execution of the future HR and Payroll solution reporting activities; data warehousing and business intelligence requirements are met; oversee the development of operational reports, dashboards and analytics. Responsible for collaborating with the contractor to design, develop, configure and implement the future state operational reports and future reporting strategies.  Coordinate with the CSPS Functional Team and the SCO Information Systems Division to develop an overall Reporting Team strategic plan for operations. Develop the training program and process for requesting and developing complex report queries and data analytics in the future solution. Develop a comprehensive report catalog and ensure mandated reports are available at go-live.  Monitors progress and resolves risks and issues by providing proactive plans, contingencies, and mitigations.  Participates in data governance, and data publishing. Consults with stakeholders on data mining activities providing models, standards for project documentation. Develops and implements data quality controls and standards to optimize efficiency and streamlining processes to ensure project deadlines are met.  Identifies and interprets data, using statistical techniques, and provides ongoing reports for strategic planning efforts. Provides metrics and evidence based reporting for policies and standards controlled by the incumbent’s team. Completes data analysis on a regularly scheduled or ad-hoc basis for internal or external needs. This includes creating reports and dashboards consumed internally, providing insight towards future activities, and reporting on various project growth opportunities. |
| 25% | Ensures effective management of all resources assigned to the project including state staff and vendor staff. Leads and provides strategic direction to the project team and vendor staff to ensure project processes are followed. Uses project management practices for data, documentation, and reporting needs. Identify and perform analysis on potential changes following the CSPS Change Control process for scope, schedule and cost.  Develops and maintains effective communication and working relationships within the department and amongst contracted vendor representatives, State control agency administrators, governmental entities, and outside stakeholders.  Ensures subordinate staff comply with all of the Department’s policies, office standard operating procedures and protocols. Performs and oversees responsibilities related to staff management and development. Enumerates on current and future staff resources and training needs. Institutes departmental performance standards and expectations training, mentoring, and providing feedback to staff through departmental and project level standards.  Manages and approves the organization of subordinate staff workload to accommodate changing priorities, manages multiple assignments concurrently, and provide support to project needs. Lastly, promote a culture of agility and learning. |
| 5% | Lead or assist in workloads in the support of the technical and functional readiness and ability of the CSPS teams to complete the project’s deliverables. |

**SECTION C: NON-ESSENTIAL FUNCTIONS**

| **Percentage of Time Spent** | **Typical Task** |
| --- | --- |
| % | Not applicable |

**SECTION D: ADA REQUIREMENT**

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

**SECTION E: KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**

The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

**Ability to:**

Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

**SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)**

The incumbent will have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved. Unrecognized changes or incorrectly implemented changes can negatively affect project cost, schedule, and scope.

**SECTION G: PERSONAL CONTACT**

The incumbent will independently confer with all levels of management in the department daily and will consult with internal and external stakeholders, such as the Department of Human Resources (CalHR), and Department of Technology (CDT).

**SECTION H: WORK ENVIRONMENT**

**While at Headquarters**: Work is performed in a high-rise climate-controlled office under artificial light with standard office furniture and equipment. If required to travel the incumbent may be subject to the elements of the destination.

**While Teleworking**: This position is primarily telework. Employee may occasionally be required to attend meetings or work in an SCO office for limited periods. Employee will be expected to adhere to all requirements of the signed telework agreement.

**SECTION I: PHYSICAL REQUIREMENTS**

The Change Control Manager may be required to sit for long periods using a keyboard and video display terminal/computer monitor(s).

Check the frequency of activity required of the employee to perform the job

| Activity  (Hours per day) | Never  (0 Hours) | Occasionally  (up to 3 hours) | Frequently  (3 to 6 hours) | Constantly  (6 to 8 hours) |
| --- | --- | --- | --- | --- |
| Sitting |  |  |  | x |
| Walking |  | x |  |  |
| Standing |  | x |  |  |
| Bending (neck/waist) | x |  |  |  |
| Squatting | x |  |  |  |
| Climbing | x |  |  |  |
| Kneeling | x |  |  |  |
| Crawling | x |  |  |  |
| Twisting (neck/waist) | x |  |  |  |
| Is repetitive use of hand(s) required? |  |  | x |  |
| Simple Grasping (R or L) | x |  |  |  |
| Power Grasping (R or L) | x |  |  |  |
| Fine Manipulation (R or L) | x |  |  |  |
| Pushing/Pulling (R or L) | x |  |  |  |
| Reaching (above/below shoulder level) | x |  |  |  |
| Lifting/Carrying | Describe the heaviest item required to be lifted or carried, the frequency and the distance: N/A | | | |

**SECTION J: SIGNATURE**

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs and have received a copy of this duty statement.

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Employee’s Signature Date

I have discussed and provided a copy of this duty statement to the employee named above.

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Supervisor’s Signature Date