Duty Statement
Department of Managed Health Care

OFFICE: **Office of Technology & Innovation (OTI)**	**EFFECTIVE DATE:**
CLASSIFICATION: **IT Specialist II**	**DATE APPROVED:** **07/16/2024**
POSITION: 409-551-1414-032	**TELEWORK DESIGNATION:** *Remote-Centered*
WORKING TITLE: Senior Project Manager	

DEPARTMENT OBJECTIVE:
The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 29.7 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:
The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using Information Technology (IT) including Project Management. The systems that the OTI supports have become a valuable tool in the execution of the DMHC's business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools, and the underlying IT infrastructure. The Project Management Office (PMO) leads and provides critical support to these IT projects.

GENERAL DESCRIPTION:
Under the general direction of the Chief of the Project Management Office (PMO) in the Office of Technology and Innovation (OTI), the Senior Project Manager (PM) is responsible for leading projects of any size or complexity; performing the role of the Scrum Master ensuring that the project team successfully implements Scrum principles in a project; providing technical leadership researching, designing, planning, developing, documenting, and maintaining the most complex of projects within OTI; independently leading all assigned projects, collaborating closely with California Department of Technology (CDT), California Health and Human Services Agency (CHHS) and DMHC management with regards to implementations pertaining to complex information technology systems; collaborating with and providing technical consultation to project team members, stakeholders, technical staff, vendor consultants. The

Senior PM independently performs complex studies and activities of technical project management to ensure project delivery within scope, budget and timeline and ensures project alignment with DMHC's strategic plan; maintains high quality and regular communications to all project stakeholders; and assists the Chief Information Officer (CIO, Chief Technology Officer (CTO) and Chief of the PMO in managing contracts and developing and mentoring junior staff in the PMO.

IT DOMAINS

☐ Business Technology Management   ☒ IT Project Management
☐ Client Services   ☐ Information Security Engineering
☐ Software Engineering   ☐ Systems Engineering

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE	JOB DESCRIPTION
Essential (E)/Marginal (M)	
50% (E)	**Project Management**

Perform all aspects of project management for IT software development, data analytics and infrastructure projects of any size or complexity by following Project Management Institute (PMI), CDT, and DMHC standards and industry best practices. Responsible for successfully delivering assigned projects within scope, budget, and schedule. Develop, recommend, and coordinate project schedules, deliverables, and resource requirements.

Leverage project management practices and tools for Software Development Life Cycle (SDLC) methodologies including waterfall, Agile and hybrid waterfall-Agile (wAgile). Manage projects through the entire project management life cycle. Utilize Microsoft Project at an expert level to build and manage project plans.

Manage project risks using established risk management processes. Manage, monitor, and control IT project budget, schedule, and scope, ensuring development of quality solutions in support of business needs.

Monitor project progress, remove development blockers while promoting a culture of agility, collaboration, and learning. Conduct post-implementation reviews to promote lessons learned across projects.

Lead project intake, scope definition, risk and issue, communication, documentation, schedule, process, deliverable and release / defect

management activities. Facilitate meetings and coordinate activities across teams. Develop and deliver reports, roadmaps, procedures, schedules and status updates for executive management, sponsors, partners, control agencies and other stakeholders.

Perform mastery level business, process, or system analysis, and documenting findings of impact to business model or its integration with technology. Further define and interpretation of business rules, use cases, test scenarios, requirements (functional and non-functional), and participate in systems design.

Provide consultation and support to the Chief Information Officer (CIO), Chief Technology Officer (CTO), Chief of the PMO, and DMHC executive management. Act in a lead capacity within assigned projects, as well as other projects under control of the PMO. Support, research, and provide the DMHC IT Governance Board with information needed to make informed project authorization decisions to ensure projects align with the DMHC IT Strategic Plan.

Facilitate, coordinate, and lead all project communications with DMHC staff, external stakeholders, consultants, vendors and other organizations. Act as a liaison between projects teams and the PMO Manager, CIO and/or Chief Technology Officer (CTO). Serve as liaison to Project vendors responsible for remediating IT project management-related issues. Coordinate with project teams to ensure compliance with mandates by control agencies and state administrative requirements.

Understand and operate within the California Department of Technology (CDT) Project Acceptance Lifecycle (PAL) process for project approval, and the California Health and Human Services Agency (CHHSA) Investment Review Committee (IRC). Collaborate with DMHC program managers, Department of Finance (DOF) and General Services to ensure DMHC IT projects and efforts comply with State IT policies, guidelines and strategies for project definition, monitoring, tracking, and reporting. Update and maintain currency of the project related documents and reports required by CHHSA, CDT and other control agencies.

Support the CIO, CTO, Chief PMO in managing IT contracts and resulting contracts; ensure vendor management methods are established and followed.

45% (E)   **Scrum Master, Project Communication and Collaboration**

Ensure a project team successfully implements Scrum principles in a project. Lead team meetings and coach teams on best Scrum practices,

while supporting individual members and resolving issues that come up. Facilitate meetings, including daily stand-ups, sprint planning, and retrospectives. Address issues that hinder a team member's capacity to work. Foster good communication and teamwork within the project team.

Provide guidance to junior team members and stakeholders on agile methodology to promote the rapid and reliable development of applications in the spirit of PMO team development. Train and mentor DMHC junior project managers, business analysts and program staff on adoption of Project Management (PM) standards, techniques, and tools for managing projects.

Coordinate with the Managers of the Enterprise Application Division (EAD), Enterprise Application Support and Quality (EASQ), Business Intelligence Division (BID), Enterprise Application Support and Quality (EASQ), Information Security Office (ISO), Infrastructure Services Division (ISD), Technology Services Division (TSD), and PMO to ensure that project resources are identified, available and engaged in the project team activities, reviews are conducted, process improvement plans are developed and implemented, and project expectations are met and exceeded.

Effectively communicate status of projects to stakeholders, IT and program leadership, within a framework of excellent customer service, to effectively and efficiently deliver expected project results.

5% (M) Leverage excellent communication and inter-personal skills to work as a project liaison with program offices and other departments. Coordinate with staff members on special projects, gather data, and prepare reports and presentations. Provide back-up support to other project team members. Perform other duties as assigned.

SUPERVISION EXERCISED OVER OTHERS:
Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:
The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts.

The employee must have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide

clear, concise, and effective written documentation and oral presentation.

All knowledge and abilities of the Information Technology Specialist I classification; and

Knowledge of: Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

Ability to: Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:
The employee may 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 action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:
Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to

work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:
The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:
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.
Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:
This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:
The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.
Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*
Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

State of California
Health and Human Services Agency
Department of Managed Health Care
DUTY STATEMENT
DMHC 62-137 New: 12/04 Rev: 05/2023

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date