

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
ENTERPRISE SERVICES BUREAU
PROJECT MANAGEMENT & PROCUREMENT BRANCH
CONSOLIDATED FIREARMS PROJECT SECTION

JOB TITLE: Information Technology Manager (ITM) I

POSITION NUMBER: 420-777-1405-001

INCUMBENT: Vacant

PRIMARY DOMAIN: IT Project Management: The management or oversight of all phases of the project management and system development life cycles to ensure efficient and effective delivery of a unique information technology product, service, or system.

SECONDARY DOMAIN(S): Business Technology Management: The management of information technology resources according to an organization's priorities and needs including activities such as IT policy and program development, IT portfolio management, IT budgeting and procurement, service performance management, process reengineering, business analysis, research and development, strategic planning, digital service user experience engagement, content design, and product and delivery strategy..

STATEMENT OF DUTIES: Under the general direction of the California Justice Information Services (CJIS), Enterprise Services Bureau, Project Management & Procurement Branch (PMPB) Assistant Bureau Director, the ITM I is responsible for managing and overseeing the Consolidated Firearms Project Section.

The incumbent performs functions in the role of project manager over the most complex and sensitive IT project activities for the Consolidated Firearms Project Section, California Department of Justice (DOJ). Incumbent demonstrates all the necessary qualities to effectively manage a project at the scale of the Consolidated Firearms Project, apply leadership skills and play a key role in the success in the department's implementation of the Consolidated Firearms Project, use of IT and to the business as a whole. Incumbent also possesses the general and technical competencies needed to train/mentor staff and project team members who are part of the Consolidated Firearms Project in a complex technical area or processes. The incumbent performs the most difficult or sensitive work for the Consolidated Firearms Project that ensures the IT project management functions are executed by the project team members with clear lines of accountability. The level of decision making regarding the work to be done includes largely undefined issues and elements related to the Consolidated Firearms Project. The incumbent directly and indirectly supervises lower level information technology specialist project staff and project support staff. The incumbent may be assigned to and responsible for management of multiple projects concurrently. The Consolidated Firearms Project will execute a hybrid of delegated/non-delegated statutory, regulatory and oversight responsibilities. The Consolidated Firearms Project Manager's assignment is a high critical project needed for continued operation

of State business processes and/or implementing legislative mandates. The Consolidated Firearms Project Manager's assignment includes managing the mandated changes to nearly a dozen firearms IT systems. The incumbent will facilitate and communicate changes to processes to deliver desired value and goals of the business that are part of the Consolidated Firearms Project. The incumbent will use industry standard methodologies to perform process analysis and to achieve project objectives. The incumbent will provide leadership, motivation, coaching, remove roadblocks, and inspire the team to do their best work to effectively and efficiently meet the goals and mandates of the Consolidated Firearms Project. The incumbent must develop and maintain communication and working relationships within the PMPB, the CJIS Division, and the DOJ Divisions, as well as with external and other governmental agencies at all levels.

SUPERVISION RECEIVED: Under the general direction of the PMPB Assistant Bureau Director.

SUPERVISION EXERCISED: The incumbent will supervise Information Technology Specialist II positions.

TYPICAL PHYSICAL DEMANDS: Ability to work at a computer terminal for extended periods of time and to lift, carry, and move up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

40% Project Planning and Management

- Plans and organizes DOJ project resources to move the Consolidated Firearms Project towards completion, including strategic resource management, personnel, smart budgeting, technology, and intellectual property, identifies, and manages risks and issues, and has clear communications across multiple teams and stakeholders.
- Creates and documents a forecast, or estimate, of how resources will be applied to tasks resulting in goods and services which fulfill IT project goals and objectives for the Consolidated Firearms Project.
- Evaluate the program's enterprise performance, identifies opportunities for improvement, and serves as a point of contact for issues requiring escalation.
- Ensures all aspects of the Consolidated Firearms Project are in compliance with the State and DOJ policies, standards, and processes.
- Ensures project staff are providing exceptional service and guidance for the Consolidated Firearms project, policies, processes, and tools to all DOJ programs by establishing and monitoring performance metrics.
- Prepares, manages, and oversees the Project Charter for the Consolidated Firearms Project.
- Manages, oversees, provides guidance and/or perform activities on the preparation of

appropriate project initiation, project planning, execution, or project change documents for management, client, and control agency review and approval.

- Utilizes matrix organizational structures, establishes project teams consisting of subject matter experts needed for the successful Consolidated Firearms Project implementation.
- In conjunction with the project team, identifies the major work packages required to implement the Consolidated Firearms Project, work breakdown structures that will include the tasks to be performed, duration, and estimated resources needed.
- Prepares detailed project plans based on the work packages that include cost and schedule estimates to establish and manage a baseline for management of the Consolidate Firearms Project.
- Performs initial and ongoing IT project risk assessments to identify and prepare contingency plans to mitigate or reduce potential risks.
- Ensures the processes that identify, assess, mitigate, and prioritize unforeseen events or conditions that could impact the IT project schedule, cost, scope or quality of project outcomes.
- Establishes schedule performance metrics for evaluating actual schedule versus projected.
- Prepares, manages, leads, and/or oversees communication plans to establish and conduct the appropriate levels of communications and reporting to the Consolidated Firearms Project team and the various stakeholders.
- Organizes and/or facilitates project planning sessions, documents, goals, objectives, and actions needed to accomplish assignments in an orderly and timely manner.
- Applies IT project management concepts, principles, practices, and processes in alignment with the Project Management Body of Knowledge, California Project Management Framework, IT Systems Development Life Cycle methodologies, and DOJ's IT project management policies.

30% Project Execution and Close-Out Management

- Manages, oversees, provides guidance and/or performs project management activities that support the Consolidated Firearms Project execution phases through close-out.
- Manages and evaluates project activities and progress against the approved scope, schedules, and resources plans
- Apprises sponsors, key stakeholders, project leadership, and teams of project status including project metrics, risks, and issues in accordance with the project plans.
- Acts as the liaison between top management, stakeholders, vendors, and team members.
- Addresses and resolves project issues through negotiation with the project team, stakeholders, vendors, etc.
- Adheres to project management and control processes to identify, document, and obtain necessary approvals from the appropriate governance levels to effectively manage and control approved project baselines for scope, schedule, and costs.
- Develops and maintains IT asset management security controls throughout the project lifecycle for all information assets.
- Coordinates procurement activities and requirements with the IT Contracts and Procurement Section, project team members and stakeholders to develop and acquire required contracts timely for the Consolidated Firearms Project.

- Coordinates and oversees resource management activities with project team members and leadership to ensure the necessary resources are made available on time and possess the necessary skillsets for assigned project roles.
- Administers and/or manages contracts that are part of the project lifecycle until formal close-out, transition of the project to production and/or transfer of contract administration to production support.
- Provides written and verbal progress/status reports for multiple audiences, as needed and/or requested.
- Coordinates, establishes, and ensures formal acceptance criteria of the solution has been met for successful delivery of the Consolidated Firearms Project.
- Prepares, oversees, and monitors compliance with corrective action plans for outstanding issues, work products, and/or project activities.
- Prepares IT Project Close-Out and Post Implementation reports documenting the Consolidated Firearms Project success and acceptance, and creating an archive for use in similar projects.
- Conducts lessons learned sessions, document findings, gather recommended solutions, and implement process improvements to prevent re-occurrence.

25% Management, Development, Coordination, and Supervision

- Performs the full range of management and supervision tasks related to workload and personnel planning, management, development, and retention.
- Sets clear expectations and provide effective and timely communication.
- Establishes guidelines and expectations on the recruitment and hiring of project management and oversight professionals
- Recruits, develops, mentors, evaluates, and motivates subordinate staff who have roles in the Consolidated Firearms Project.
- Schedules and assigns work assignments, sets priorities, directs, and monitors staff work, schedules, workloads, personnel, and equipment performance to ensure the mission of the Department is met and resources are being fully utilized to support the Consolidated Firearms Project.
- Conducts performance appraisals, prepares requisite evaluation reports, and periodic staff individual development plans. Makes recommendations for staff advancement and merit salary adjustments.
- Takes necessary preventive, corrective, and formal disciplinary action and document in accordance with State and Departmental policies, practices, and procedures.
- Provides leadership, coaching, guidance, direction, and mentorship to direct and indirect reporting staff assigned to the Consolidated Firearms Project.
- Reviews staff work-products, proposals, correspondence, and provides feedback. Facilitates IT strategic planning sessions and workshops.
- Develops, establishes, administers, manages, and maintains PMPB policies, strategies, standards, processes, and procedures, to effectively plan, acquire approvals, and management of the Consolidated Firearms Project and IT efforts to achieve Departmental and CJIS Division objectives in accordance with organizational missions and strategic

goals.

- Directs and/or manages the development and implementation of IT systems security plans and procedures.
- Prepares and manages staff resource needs plans and justifications for accurate personnel and budget estimates for projects, bill analyses, and budget change proposals.
- Develops, implements, and maintains effective communication and working relationships within the program, division, department, and projects as well as with other governmental agencies at all levels that support and/or are impacted by the Consolidated Firearms Project.
- Communicates timely and appropriate planning, collection, creation, distribution, storage, retrieval, management, control, monitoring, and the ultimate disposition of the Consolidated Firearms Project information.
- Works with control agencies to comply with state administrative requirements.
- Attends regular meetings with CJIS executives, IT senior managers, IT managers, critical partners, project steering committees, CJIS Division managers, and unit staff.
- Resolves issues and address concerns immediately.

5% Marginal Function

- Conducts and/or provides guidance on legislative bill analysis processes; participate in special ad-hoc committees and projects; participates in the development and/or review of budget change proposals and preparing responses to control agencies and/or the legislature; performs special assignments and other related duties as required.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

I have read and understand the duties and essential functions of the position and can perform

Duty Statement
ITM I – ESB/CFPS

these duties with or without reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date