

DUTY STATEMENT
TECH 052 (REV. 02/2018)

PROPOSED

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 06/09/2022	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Senior Business Operations Manager, Middle-Mile Broadband Initiative
F. CURRENT POSITION NUMBER 695-950-1405-001		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Broadband and Digital Literacy/ Middle-Mile Broadband Initiative/ Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Vacant, Information Technology Manager I
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY / 8:00AM – 5:00PM / DAY		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	<p>Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)</p> <p><input checked="" type="checkbox"/> Business Technology Management <input checked="" type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input type="checkbox"/> System Engineering</p>
	<p>Organizational Setting and Major Functions</p> <p>Under the general direction of the Office of Broadband and Digital Literacy, Middle-Mile Broadband Initiative (MMBI) Information Technology Manager II (IT Mgr II), the Senior Business Operations Manager, Information Technology Manager I (IT Mgr I) will perform all strategic functions needed to ensure that the MMBI's operations run effectively by leading policy and program development, data and legislative management, and broadband strategic planning. This position requires expertise in project management concepts, principles, and practices, as well as exceptional written and verbal communication skills, executive leadership ability, and political sensitivity.</p> <p>The IT Mgr I may be assigned to directly manage one or more MMBI workstreams. The Business Planning Workstream includes, but is not limited to, developing and employing financial models to understand the MMBI economics, capital and operating funding needs, and revenue projections; steering and coordinating efforts with other stakeholders to complete a market analysis that informs demand and pricing for the network, identifying, assessing and potentially pursuing additional sources of capital and operating funding and financing; identifying, assessing, and potentially pursuing opportunities for private sector participation in the delivery, maintenance, operations or commercialization of the network; and interacting with third party administrators to define standards, milestones, and targets, monitoring their performance and establishing protocols and remedies to remedy and supplement any deficiencies. Furthermore, this individual will oversee teams responsible for managing MMBI projects through all project phases, including managing scope, cost management, schedule, resources, stakeholder communication, risks, and issues, both for project development and operations. The IT Mgr I will develop strategic partnerships, manage service issues, and develop and manage effective communication plans.</p>
<p>% of time performing duties</p> <p>60%</p>	<p>Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.) As outlined in the Organizational Setting and Major Functions section,</p> <p>Project Management and Scope Management:</p> <ul style="list-style-type: none"> Participate in the planning of the project engagement and transition process, including the performance of detailed analysis of the projects, gap identification, resource estimation, and other project planning activities. Manage the MMBI's budget and project reporting to ensure state requirements are met. Assist in project efforts in highly visible and politically sensitive settings, using both knowledge and judgement to ensure that key information is identified, documented, communicated, and acted upon appropriately.

- Assist in recommending and negotiating the mode of MMBI engagement, terms, and conditions and secure the buy-in from the sponsoring entity for MMBI engagement.
- Manage the execution of the project's business planning efforts, as outlined in the Organizational Setting and Major Functions section.
- Monitor the execution of the project and the project health closely.
- Report deviations from the plan to the project sponsor, steering committee, executive committee, and the CDT leadership. If necessary, communicate, prepare, and take corrective actions to bring the project back on track.
- Manage and collaborate with vendors on the design, configuration, scope, schedule, implementation, progress, and cost issues associated with the assigned project(s).
- Manage procurements, contractor and vendor contracts and personnel to meet contract objectives employing appropriate management and negotiation skills.
- Work collaboratively with senior management, outside consultants, agency/department stakeholders, project team members, subject matter experts, oversight team, legislative staff/members, high-ranking tribal leaders, private sector, and various staff within State and Federal government to ensure adequate definition of project scope, goals, deliverables that support the project's business goals.
- Communicate at the highest levels with executives from the CDT, Government Operations Agency (GovOps), Department of Finance (DOF), California Public Utilities Commission (PUC), Department of Transportation (Caltrans), Governor's Office, and other departments and agencies as necessary, and will work directly with the Middle-Mile Third Party Administrator and other contractors.
- Responsible for Risk Management functions including risk planning, identification, qualitative and quantitative risk analysis, response planning, and risk monitoring as well as risk and issue escalation.
- Capture, document, and share project lessons learned.
- Track and manage vendor deliverables.

Analysis, Project Cost, Communication and Policy Management

30%

- Prepare and issue monthly status reports to address schedule, resources, budget/cost, quality issues and project risks.
- Ensure compliance with Federal and State laws and policies in association with broadband program policies,
- Contribute to the development and maintenance of a repository of reusable, project-related artifacts.
- Establish and maintain partnerships with broadband providers, internet service providers and local governments to enhance MMBI-related permitting processes.
- Participate in the development, implementation and maintenance of the strategic and tactical plans in support of the MMBI.
- Guide the development of technical documentation that explains broadband technologies, processes, and products.
- Perform impact analysis on proposed legislation with broadband components.
- Manage legislation analysis with the CDT legislative team on proposed legislation as it relates to MMBI planning and implementation.
- Perform data gathering, analyze information and evaluate results to determine appropriate response and solve problems.
- Foster methods of creative decision-making and problem-solving and provide continuous feedback to peers and executives.
- Perform analysis on processes, workloads, operational services, customer relations, and communication with members of one or more broadband and/or business units to identify issues, problems, and opportunities.
- Interact directly with procurement officials and the CDT's Statewide Technology Procurement on procurement issues.
- Participate in the review, development, implementation of policies and procedures for the MMBI.

5%

Knowledge Transfer, Training and Development:

- Encourage team building, facilitate cross training and promote continuous improvement of processes. Implement motivation techniques, promote training and create a positive climate for change.
- Contribute to the development of the MMBI project curriculum for training and coaching project teams on standardized practices, tools, techniques, measurement systems, and reporting mechanisms.

- Provide mentoring, coaching, training sessions, seminars, and conduct other educational events to disseminate PM expertise and lessons learned to other staff within the MMBI, as well as staff in statewide entities.
- Attend and/or participate in training courses or activities as defined by MMBI leadership.
- Provide briefings to executive management, as needed.
- Participate in the development and review of MMBI processes, methodologies, tools, documents, and templates.

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

5%

- Support executive management in preparing for or testifying in legislative hearing or Middle-Mile Advisory Committee (MMAC) meetings.
- Other related duties as assigned.

Work Environment Requirements

- May be required to work outside of normal business hours and is required to carry a mobile device.
- Must travel to meetings or customer department sites within the greater Sacramento area.
- Must maintain excellent attendance in order to perform these functions.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Manager I will receive general direction from the Information Technology Manager II. The IT Mgr I may work in a team environment or in an independent manner. The incumbent will also report to project sponsor(s), sponsor steering committee(s), and the executive team of the sponsoring entity(ies) of the project(s) that the incumbent will be managing.

Actions and Consequences:

The IT Mgr I is responsible for carrying out the policies, processes, and procedures that are used throughout State government and are implemented statewide. It is critical that the incumbent be able to maintain a high level of professionalism, diplomacy, and tact as this position must be able to successfully communicate and develop cooperative working relationships with representatives of all levels of government, the public, the broadband industry, and the Legislative and Executive branches; analyze complex problems and recommend effective courses of action; and prepare, review and present critical reports. Failure to perform adequately could cause the MMBI project to be disrupted. Consequently, accuracy and attention to detail are of paramount importance.

Personal Contacts:

The IT Mgr I may have contact with the Department Director, Broadband Deputy Directors, CDT executive staff, Public Utilities Commission (PUC), Department of Transportation (Caltrans), Third Party Administrator, Legislature, Broadband Advisory Committee, and Department of Finance (DOF) and other MMBI Project Managers.

Administrative and Supervisory Responsibilities (Indicate “None” if this is a non-supervisory position.)

The IT Mgr I will have full responsibility for managing projects with various state entities and to ensure the MMBI’s successful completion.

Supervision Exercised:

The IT Mgr I will directly oversee the work of Business Planning in the IT series and administrative analytical staff. The incumbent may also provide direction to support staff and project team members in a matrixed project structure.

Other Information

Desirable Qualifications: (List in order of importance.)

The IT Mgr I should possess the following skills/abilities in order to perform the essential functions of the position:

- Experience in capital planning, finance, public procurement, and federal and state funding and financing.
- Familiarity with California's Broadband for All Initiative.
- Experience working with, managing relationships with, and partnering with other state departments, private contractors, and other non-state entities.
- Experience with third party administrator contracts, agreements, and/or understandings.
- Broad and extensive knowledge of project management concepts, principles, practices, and processes prescribed by the Project Management Body of Knowledge (PMBOK) and the California Project Management Framework (CA-PMF).
- Ability to develop and maintain project management artifacts, documents, and plans including, but not limited to: schedules, risk and issue analysis, and work processes used in the IT project lifecycle.
- Extensive project management experience applying the principles, methods, techniques, and tools for developing, scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, risk and procurement management.
- Outstanding project management experience as demonstrated by a successful track record of managing large and complex IT projects.
- Ability to successfully manage projects in a matrixed environment.
- Excellent written and oral communication skills.
- Ability to utilize diplomacy, tact, and professionalism.
- Ability to evaluate situations from multiple perspectives (customers, stakeholders, vendors, best practices) in order to manage projects effectively.
- Extensive experience in developing and implementing IT project management solutions, including methodologies, processes, decision frameworks and toolkits to manage high criticality projects in a diverse and changing highly political program.
- Ability to exercise good judgment and make timely and effective decisions.
- Ability to consistently exercise a high degree of initiative, independence, creativity and originality in performing daily duties and assigned tasks.
- Ability to multitask and manage several projects concurrently.
- Ability to constantly re-prioritize work based on severity of issues and impact of solution.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
-------------------------	----------------------	------