

Duty Statement

Classification: IT Specialist II	
Working Title: Vendor Performance Analyst	
Program: Enterprise Technology Services	
Division: Information Technology Strategy Services Division	Branch: Information Technology Administrative Management Services
Section: Information Technology Vendor Performance Section	Unit:
Office Location: 1501 Capitol Avenue, Sacramento, CA 95814 <input type="checkbox"/>	
COI Classification: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CBID: R01 <input type="checkbox"/> Position Number: 802-383-1414-XXX
Telework Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Maximum Telework Days: (generally up to 3 days per week) 3 days per week
Bilingual Position: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Specify Language: Not Applicable
<p>This position requires the incumbent to maintain consistent and regular attendance; communicate effectively, both orally and in writing, when interacting with others; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely manner; and adhere to departmental policies and procedures regarding attendance and conduct.</p>	
<p>Job Summary:</p> <p>Under the general supervision of the section chief, Information Technology Manager I (ITM I), the Vendor Performance Analyst is responsible for overseeing and managing the performance of vendors to ensure they meet or exceed contractual obligations and service level agreements. This role involves developing performance metrics, conducting regular evaluations, and fostering strong relationships with vendors to drive continuous improvement and operational excellence. This position requires extensive knowledge of IT vendor management practices to ensure that vendors are performing as expected, and aligned with DHCS' IT strategy. This role is important in maintaining DHCS' overall performance and efficiency. The duties for this position are focused in the Business Technology Management and Information Technology and Project Management domains.</p>	
<p><i>The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.</i></p>	

Description of Duties:	
% of Time	Essential Functions
30%	<p>Vendor Performance Management Responsible for collecting, tracking, monitoring, analyzing and evaluating vendor performance scorecards on a regular basis against established Key Performance Indicators (KPI) and service level agreements (SLA) to identify and address potential issues. Develop or improve the vendor performance scorecard, vendor performance metrics and KPIs. Identify areas of underperformance and non-compliance and develop corrective action plans. Assess potential risks with the vendor and develop mitigation strategies. Monitors vendor activities and performance for trends and identifies and escalates strategic risks and opportunities. Collaborate with project managers and contract managers to analyzes potential discrepancies in a vendor job performance, and reviews with the management team.</p>
30%	<p>Vendor Relationship Management Serves as the primary point of contact for vendors, fostering strong and collaborative relationships. Serve as the staff level escalation point between the vendor organization and internal customers consuming vendor services and solutions. Communicate performance expectations and feedback to vendors. Coordinate with relevant parties to resolve disputes and conflicts to improve performance.</p>
15%	<p>Process and Procedures Responsible for conducting research regarding the vendor performance best practices and provide recommendations. Identify opportunities for process improvements and implement to enhance the vendor performance management. Stay updated on industry trends and best practices. Develop, maintain, and continuously improve the processes and policies of the IT Vendor Performance Team.</p>
15%	<p>Data Analysis and Reporting Responsible for preparing a comprehensive report including metrics, trends and recommendation. Analyze areas of improvements and cost-savings. Provides insights to management to support decision-making. Maintain accurate and up-to-date records of vendor performance, including performance evaluations, corrective action plans, and correspondences.</p>
5%	<p>Contract Compliance Understands the DHCS contracts to ensure compliance with terms and conditions. Identify and address contractual discrepancies or inconsistencies. Assists in vendor selection and evaluation.</p>

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Perform other duties as required

Supervision Received: Under General Supervision by the (enter supervisor classification):
IT Manager I

Supervision Exercised: (check all that apply) Non-Supervisory Classification / None
 Clerical Staff Analytical Staff Technical Staff
 Professional Staff Supervisory Staff Managerial Staff

Special Requirements:
 Medical Evaluation /Clearance Typing Certificate Valid Driver’s License
 Background Check / Finger Printing Clearance
 Valid Professional License (please specify): _____

Desirable Qualifications:
 * The ability to analyze data, identify trends, and derive actionable insights is essential.
 * Experience with project management and contract management can help in overseeing vendor performance improvements initiatives and ensuring the project stay on track.
 * Understanding best practices in vendor management, including performance metrics, contract management, and risk assessment.
 * The ability to address and resolve performance issues or discrepancies with vendors is vital in maintaining effective vendor relationships.
 * Effective communication, business acumen, decision making, problem-solving skills, excellent customer services, organizational skills with attention to details.
 * Ability to work independently and as part of a team, making sound decisions while in a fast-paced environment with tight deadlines and routine changes in priorities and assignments.
 * Ability to develop and foster good working relationships and provide excellent customer service to internal and external estake holders.
 *Ability to develop processes and procedures
 *Experience working with control agencies
 *A strong ability to research, understand, interpret and articulate applicable laws, rules and regulations. Able to provide clear, concise, and effective written action and documentation to support decisions.
 *Experience in managing large IT projects and vendor performance management.

Working Conditions (Check all that apply):
 Prolonged Periods of: Standing Sitting Kneeling Bending
 Travel May be Required: Occasional Over Night
 Requires Lifting of Heavy Objects up to: _____

Acknowledgements:

Human Resources Acknowledgement: The Human Resources Division has reviewed and approved this duty statement.

HRD Analyst Name:	HRD Analyst Signature:	Date:
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Employee Acknowledgement: I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:	Employee Signature:	Date:
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Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:	Supervisor Signature:	Date:
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Instructions

A duty statement is a description of tasks, functions, and responsibilities of a position to which an employee is assigned, and the percent of time spent on each task. It is based on objective information obtained by thoroughly analyzing the position's functions, the competencies and skills required to accomplish these functions, and the organizational needs of the department.

Classification:	Enter the legal title documented in the Classification Specifications which contains a formalized summary of the duties and responsibilities of the positions in a class.
Working Title:	Enter a working title if there is one. The working title differs from a classification title, as it can be specific to the duties the classification is performing. e.g., Personnel Liaison, Contracts Analyst, etc.
Program / Division / Branch / Section / Unit:	Enter the information that is in alignment with where the position is located in the organization. This should also mirror what is presented on the organization chart.
Office Location	The term office location refers to the state worksite that is the employee's reporting location when not teleworking.
Position Number:	Enter the agency, unit, class code, and serial number of the vacant position being filled. e.g., 808-202-5393-810
Telework Eligible:	Check 'Yes' if this position is eligible for a telework schedule. If 'Yes' is checked, in the next field enter the maximum number of telework days allowable for this position. Check 'No' if this position is not eligible for a telework schedule.
COI Classification:	Check 'Yes' if this position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment. Check 'No' if this position is not designated under the Conflict-of-Interest Code.
Collective Bargaining Identifier (CBID)	Enter the CBID. The CBID information can be found in the CalHR Pay Scale. Select option 15 for an alphabetical listing of Classifications. Find your classification. The CBID will be located in the last column on the right. For the CBID information, include the appropriate letter (M, S, C, R) and the unit number.
Bilingual Position:	Check 'Yes' if this position is bilingual certified. If 'Yes' is checked the language for which the position is bilingual certified must be specified in the next field. Check 'No' if this position is not bilingual certified.
Job Summary:	Include a brief description of the position, duties performed, reporting structure, and any pertinent information you feel is necessary.

Description of Duties:	<p>Provide an itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task. The essential and marginal functions should be identified. Group related tasks under the same percentage with the highest percentage first. Percentages must be listed in descending order and must equal 100%.</p> <p>Essential Functions: Assess whether the performance of a function is ‘essential’ by asking yourself why the position exists and what is it the employee is being hired to do. As you review each task, ask yourself whether it is a basic, necessary, and integral part of the job, which would make that task essential. Ask yourself, does the position exist solely to perform that function? Are there a limited number of employees available to perform that function? Is it a highly specialized function? If so, the task may be ‘essential’.</p> <p>Marginal Functions: Marginal functions are incidental and only account for a minimal part of the job. They are secondary to essential functions, and they make up the remaining duties of the position. Keep in mind that marginal functions can also be absorbed by another staff member so if they were to be removed, it doesn’t change the concept of the position.</p>
Supervision Received:	<p>Check the nature of the supervision received and enter the classification of the supervisor. Review the Classification Specifications and see the descriptions below to help determine the type of supervision this position receives.</p> <p>Under Close Supervision: Used for entry-level classes in which an employee is learning the duties of the class as a trainee or apprentice.</p> <p>Under Supervision: The position is subject to continuous and direct control.</p> <p>Under General Supervision: The position is subject to a minimum of continuous and direct control.</p> <p>Under Direction: Indicates that supervision is general and not close, continuous, or concerned with details. The statement tends to be used with technical and professional positions where the employees are expected to operate with a reasonable degree of independence, or as a journeyman or fully qualified worker.</p> <p>Under General Direction: This usually refers to classes on the division level that receive administrative direction. The guidance is usually outlined in legislation and general rules of the organization.</p> <p>Under Administrative Direction: This is usually used only in classes involving top-level, administrative positions in which the guidance is largely that of overall policy and the requirements of legislation.</p>
Supervision Exercised:	<p>Check ‘Yes’ if this position exercises supervision. If ‘Yes’ is checked, select all classification types supervised by this position.</p> <p>Check ‘No’ if this position does not exercise supervision.</p>
Special Requirements:	<p>Enter any requirements that may be necessary per classification specification or specific department, i.e., background check, drug test, medical license, etc.</p>
Desirable Qualifications:	<p>Enter any knowledge, skills and abilities and other desirable qualifications, such as special personal characteristics, interpersonal skills, etc., not required as part of the minimum qualifications but represent additional attributes being sought after by the hiring manager.</p>

Working Conditions:	Describes the working conditions of the job, i.e., physical demands, if the job is indoor/outdoor, if travel is required and how often, varying schedule, transportation information, etc.
Human Resources Acknowledgement:	Completed by Human Resources Division to indicate the last date of review.
Employee Acknowledgement:	Employee signs and dates the document certifying that the duties of the position were discussed with the supervisor and that a copy of the duty statement was received.
Supervisor Acknowledgement:	<p>Supervisor signs and dates the document certifying that the duty statement represents an accurate description of the essential functions of the position, and that the duties of the position were discussed with the employee.</p> <p>Once signatures are obtained, make two copies, and place a copy in the supervisor's drop file and provide one to the employee. Send the original to Human Resources Division to file in the employee's Official Personnel File (OPF).</p>