

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

ITSI (Specialist) - Operations Project Manager

POSITION NUMBER:

800-700-1402-009

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Executive

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

SUPERVISOR'S NAME:

Chad Crowe

SUPERVISOR'S CLASS:

Deputy Director (Exempt)

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None
 Supervisor
 Lead Person
 Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

NA

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

The ITSI has responsibility to lead the work of multi-disciplinary professional staff in the Department who participate in the Division wide projects and efforts to which they are assigned. This may include CEAs, ITMIIs, and below throughout the LSD.

MISSION OF ORGANIZATIONAL UNIT:

The mission of the California Department of Social Services is to serve, aid and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

CONCEPT OF POSITION:

The ITSI works directly with the highest level of ISD Leadership and with senior staff. The ITSI serves as a project manager and at times business analyst for the ISD Leadership to lead cross-functional initiatives and works with multi-disciplinary teams from across the ISD. The ITSI may represent the ISD in high-level decision-making and in meetings with internal business units and partners.

A. RESPONSIBILITIES OF POSITION:

40% Leads the planning, coordination and implementation of mission-critical special projects, initiatives and efforts. This may include the implementation of significant changes to process, policies related to ISD, and other medium to small efforts and projects, as assigned. Completes project plans, schedules, and ensures efforts remain on-track through organizing and managing collaboration with sponsors and internal/external stakeholders and competing priorities.

30% Oversees, organizes and reviews legislative analyses, policy directives, budget proposals other materials associated with special projects assigned by ISD Leadership. Meet with various ISD staff and management to develop strategies and analyze needs. Plan and facilitate various project meetings. Identify and document scope, objectives, success criteria, assumptions, constraints, and dependencies. Provides project/effort information to ISD Leadership and stakeholders as needed. Gather effort requirements, taking into account the processes of other partners needing to integrate with technology practices and administrative applications. Work independently and with other ISD Branch staff to determine potential solutions to meet those needs, lead the required analytical studies to assist with the determination of optimum solutions, BCPs, and Federal Grant Funding requests necessary to obtain the required approvals and funding to implement those solutions. Develop project plans and artifacts, detailed project schedule, tailoring methodology to reflect project/effort needs. Create status reports, statements of work, and purchasing /acquisition documentation (request for information, proposal, and offer). Complete other project-related documents as required by the project. Research solutions implemented at other departments that address similar business needs. Develop solution alternatives and present findings to ISD management. Make decisions and take appropriate actions to further program objectives.

10% Meets or has regular contact on ISD Branch Leadership, operations, legislative, or program implementation issues affecting assigned projects/efforts, to represent the ISD's perspectives and insights to a wide audience.

10% Meets with the ISD Leadership, and managers to directly coordinates activities to provide guidance on policy direction and strategy regarding assigned special project issues, bill recommendation, policy implementation, project management, and staff planning strategies.

10% Develop and train on innovative tools for effective project management, process improvements, and streamlining and standardization of communications for Directorate project management team and/or Departmentwide implementation and use.

B. SUPERVISION RECEIVED:

The incumbent carries out complex responsibility and completes ISD operational projects/efforts under the general supervision of the ISD Deputy Director or ISD Assistant Deputy Director.

C. ADMINISTRATIVE RESPONSIBILITY:

The incumbent exercises a high degree of independence and influence over policies and projects the ISD deems important and cross-sectional. This includes bill analysis, legislation, Governor's Initiatives, budget proposals and budget trailer bills, internal projects/efforts management, and process improvements or streamlining. This also includes assigning work to staff in multiple areas, setting priorities and imposing deadlines, ensuring those deadlines are met, and prescribing the work standards to be met. This position may represent the ISD Leadership in high-level decision-making and in meetings with internal business units and external stakeholders.

D. PERSONAL CONTACTS:

With all levels of the ISD and the Department, including the Directorate, Deputy Directors, and management throughout the Department; staff within ISD, California Health and Human Services Agency, Department of Finance and other departments; and with external partners

E. ACTIONS AND CONSEQUENCES:

The consequence of error associated with this position is significant, as this position will lead ISD operational projects/efforts affecting the division's implementation of sensitive, mission-critical policies that are priority. The ITSI must work effectively and independently, as well as in collaboration with, various levels of the organizational hierarchy, and is expected to gain and maintain the confidence and cooperation of those contacted and relied upon during the course of work. The incumbent must exhibit an exceptional understanding of technical, administrative, and operational protocol and the political sensitivity of various policy issues to ensure accurate and appropriate representation of the Department.

F. OTHER INFORMATION:

This position requires the incumbent to possess a high degree of initiative, independence, judgment, and originality in performing duties; to work under short timelines; to communicate effectively and professionally, both orally and in writing when interacting with the public, state and federal elected officials and their staff, and other organizations; to independently complete assignments in a timely and efficient manner, to effectively handle multiple tasks and tight deadlines calmly and efficiently; and to conduct oneself with the highest degree of professionalism, including adherence to departmental policies and procedures regarding attendance, leave, conduct, and professionalism; to take initiative to work across organizations to resolve issues; and to exercise discretion and sound decision-making to elevate issues to the ISD Leadership that are of high degree of sensitivity or impact to the Department.