DUTY STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Manager I	Working Title Chief, Quality Management & System Integrator Project
Employee Name	Position Number 791-730-1405-018
Project/Division Name CalHEERS Project	Supervisor's Name Shannon Benton
Unit Quality Management & System Integrator Project	Supervisor's Classification Information Technology Manager II
Physical Work Location 2329 Gateway Oaks Drive, Ste. 100, Sacramento 95833	Duties Based on: ☒ Full Time ☐ Part Time - Fraction Click here to enter text.
Effective Date	

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☒ Requires Fingerprinting & Background Check

☐ May be Required to Work in Multiple Locations   ☒ Other *(specify below in Description)*

Description of Position Requirements *(e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.)*:

The statements contained in this job description reflect general details as necessary to describe the principal functions of this position. It should not be considered an all-inclusive listing of the 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. The incumbent must be flexible and adaptable to changing priorities and direction. Minimal local travel may be necessary.

3. DUTIES AND RESPONSIBILITIES OF POSITION

IT Domains used:

☒ Business Technology Management   ☒ Information Technology Project Management

☐ Client Services   ☐ Software Engineering

☐ Information Security Engineering   ☒ System Engineering

Summary Statement (Briefly describe the position's organizational setting and major functions):
Under general direction of the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) Project's Chief of Financial and Contract Management (IT Manager II), the Information Technology Manager I tracks, monitors, executes, and organizes large scale, high dollar value IT procurement activities in support of the California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) Project, in accordance with Government Code 100500. The incumbent serves as the State's Project Manager for the System Integrator Procurement Project and provides consultive and expert support on all phases of the procurement process. The incumbent independently reviews highly technical and specialized procurements and contracts for IT services for the Project. Provides leadership, planning, organizing, directing, and oversight, using the highest level of knowledge, independence and expertise, for the procurement support. Responsible for Quality Management (QM) and Independent Verification & Validation (IV&V) processes. This oversight encompasses all Project lifecycle phases of the CalHEERS technically complex interface and case management functionality changes required to adhere to the requirements of the federal Affordable Care Act and the Project sponsors. As part of the senior management team, the incumbent is responsible for assisting the IT Manager II and the Project Director in achieving the goals and objectives of the CalHEERS Project and ensuring the Project remains efficient, effective and within the approved budget and schedule. Duties may include access to information systems containing protected enrollee information, including federal tax information, Protected Health Information (PHI), and Personally Identifying Information (PII). The incumbent must be flexible and adaptable to changing priorities and direction.

Percentage of Duties	Essential Functions
40%	As the State's Project Manager and procurement official providing guidance and direction of the Project's procurements, the IT Manager I oversees and manages complex and sensitive acquisitions for the CalHEERS Project. The IT Manager I plans, directs, organizes and manages the daily procurement activities in support of the System Integrator (SI) Prime contract. Applies procurement knowledge and expertise in IT procurement processes and procedures for complex IT procurements, in accordance with applicable state and federal laws, regulations, and polices. Manages all phases of the SI Prime Vendor procurement, including planning and Request for Proposal (RFP) and Request for Information (RFI) development, Evaluations, Bidder Conferences and Negotiations. Provides direction for procurement related activities. As appropriate, collaborate with the other CalHEERS units for development and maintenance of SI contract requirements, development of proposal evaluation plans, review and approval of responses to bidder questions; evaluation of proposals; and, participate in confidential contract-related discussions. Manage and oversee the Quality Assurance and Independent Verification & Validation contracts by following the CalHEERS contract management process and procedures, State Contracting Manuals, Covered California's Procurement and Contracting Manual and in accordance with Government Code 100500, state rules and regulations including but not limited to: maintain a contract manager file, manage contract budget against budgeted funding documents, maintain usage projections to stay within budget, review contract deliverables and invoices for accuracy, document contractor performance problems and initiate amendments and personnel replacements.
20%	Direct QM activities for validation that quality requirements within all planned and systematic changes to the CalHEERS system will be fulfilled. Provide recommendations to Project management on the standards and processes in place for code development, code base, documentation, and configuration control. Direct QM activities related to the Project's use of software metrics in management and quality assurance, project management plans, requirements, environment, tools, and procedures used for unit testing system modules. Direct QM activities related to Project's processes and procedures for managing system requirements and the allocation of hardware and software requirements. Direct QM activities to monitor and measure changes implemented to the CalHEERS system and project management processes and evaluate the ability of the SI and the Project team to deliver deliverables on schedule, within budget, and according to the specifications and requirements. Ensure that needed changes are addressed in the QM process and to escalate issues as appropriate in order to meet the Project's critical timeframes. Monitor Project quality compliance with industry and state IT project management standards and best practices. Assist in managing and directing procurement and contract management activities for system integrator and ancillary contracts; including development of RFP and all associated RFP activities in support of the CalHEERS Project. Provide lessons learned and best practices advice from the OTSI and other state departments in regard to developing, implementing and maintaining other large-scale, complex IT projects.
20%	Direct IV&V activities for the CalHEERS Project, including: Project planning, analysis, risk management and communication activities; the organizational and governance structure for the Project as measured against leading practices for a project of similar size and scope; Project plans and strategies for completeness and adequacy against agreed upon practices for projects of similar size and scope; Project deliverables as identified in the Project Plans; and accuracy of test results reporting by the Project team related to System Testing, End-to-End Testing, Customer Acceptance Testing, and other testing efforts. Manage the identification, verification, review, and mitigation of Project risks. Direct the traceability analyses through the use of the Project's Requirements Traceability Matrix and supporting artifacts to help ensure the Project's deliverables comply with approved plans and accurately reflect the requirements listed in future solicitations. Direct the independent verification of the conformance of the CalHEERS system architecture approach and software system design and development with contractual requirements, established and accepted criteria, industry best practices and technical standards. Provide recommendations to executive management, sponsors and other key stakeholders regarding the standards and processes currently in place and the issues/risks identified by the IV&V team. Prepare and present IV&V and QM reports and findings to executive management, sponsors, OTSI, and key stakeholders as needed. Oversee IV&V procurement and contract related risks and issues and provide recommendations to leadership. Represent the Project in meetings and on committees/workgroups, as directed.
15%	Develop and maintain collaborative relationships with the Project sponsors, key stakeholders, and other government agencies and partners to ensure the appropriate programmatic input is obtained; in alignment to the vision, mission and goals of the Project; and utilized. Participate in Project strategic planning activities at the executive level; identify and assess strategic issues; lead, participate and facilitate strategic discussions and where necessary, manage strategic initiatives. Prepare and present QM reports to executive management, sponsors, OTSI and key stakeholders as required. Collaborate with managers, supervisors and analysts across the Project to resolve issues and to support the fulfillment of Project objectives; including general Project funding

documents, equipment and other resources needed to perform Project activities, and to ensure appropriate plans are in place to achieve Project objectives.

Provide management guidance to staff within the Quality Management and System Integrator Project units. Hire, mentor, coach, train, assign work and evaluate the performance of subordinate staff. Provide input to the IT Manager II regarding staff capacity and capabilities. Delegate work, communicate priorities and manage resources/perform capacity planning by closely monitoring assignments and associated due dates. Provide advice and consultation to staff on the most difficult and sensitive work issues. Meet regularly with staff to discuss individual developmental needs and career aspirations. Assess training needs and recommend/provide training as needed. Address staff performance issues constructively by counseling and engaging in progressive discipline.

Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing: Infrequent (7-12%)		Sitting:	Frequent (51-75%)
Walking: Occasional (13-25%)		Temperature:	Temperature Controlled Office Environment
Lighting: Artificial Lighting		Pushing/Pulling:	Not Applicable
Lifting: Not Applicable		Bending/Stooping:	Not Applicable

Other: *Click here to enter text.*

Type of Environment: a. N/A   b. Select

Interaction with Public: a. N/A   b. Select   c. Select.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates)*

Directly – 2 IT Specialist I; Contractors

6. SIGNATURES

Employee's Statement:
I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Duty Statement and can perform the duties outlined above without a Reasonable Accommodation.

Employee's Name (Print)

Employee's Signature   Date

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position and have provided a copy of the Duty Statement to the Employee.

Supervisor's Name (Print)

Supervisor's Signature   Date

7. HRD USE ONLY

Human Resources Division Approval

☐ Duties meet class specification and allocation guidelines.	HR Analyst initials	Date approved
☒ Exceptional allocation, 625 on file.		
	CR	1/27/2025

Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

* If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations Made:
Click here to enter text.

** **AFTER SIGNATURES ARE OBTAINED:**
- **SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)**
- **PROVIDE A COPY TO THE EMPLOYEE**
- **FILE A COPY IN THE SUPERVISOR'S DROP FILE**