DUTY STATEMENT

Classification:	Information Technology Manager I
Working Title:	Modern Development Environment (MDE) Chief
Program:	Enterprise Technology Services (ETS)

Division:	Medi-Cal Enterprise Systems Modernization	Branch:	Factory & Engineering
Section:	Modern Development Environment (MDE)	Unit:	

Office Location: 1500 Capitol Avenue, Sacramento, CA 95814

COI Classification:	☐ Yes	☑ No	CBID: M01	Position Number: 802-363-1405-002
Telework Eligible:	☑ Yes	☐ No	Maximum Telework Days: (generally up to 3 days per week) 3 days per week	
Bilingual Position:	☐ Yes	☑ No	Specify Language: Not Applicable	

This position requires the incumbent to maintain consistent and regular attendance which includes in-person and/or site-based; 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. The DHCS standard for hybrid work is a minimum of two days per week in-person and site-based and up to three teleworking days per week. OR This position may require regular in-person and site-based attendance up to the maximum telework days.

Job Summary:

Under the general direction of the Chief, Factory and Engineering Branch (FEB),the Modern Development Environment (MDE) Chief, Information Technology Manager I, is responsible for overseeing and the driving operational excellence, cost management, procurement, access management, and process improvement across the Customer Success Services, Engineering Service Desk and Internal Development Tools Administration within the Medi-Cal Enterprise Systems Modernization Division (MESMD), Enterprise Technology Services (ETS), Department of Health Care Services (DHCS). The incumbent will manage and lead teams providing frontline engineering support, development and optimization of internal tools, and customer success services that support both internal and external stakeholders. This is a critical leadership role that ensures the seamless delivery of services, tools, and operational support that empowers engineering teams to deliver high-impact solutions efficiently and effectively.

DHCS is the designated single state agency responsible for administering California's Medi-Cal Program (Medi-Cal is California's Medicaid program). Medi-Cal is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women and low income people. Medi-Cal is financed equally by the state and federal government. The Medi-Cal program spans across multiple California Health & Human Services (CHHS) departments and DHCS defines California's Medicaid Enterpise System (MES) as the collection of systems and other technical components used by the business processes in the management of the enterprise.

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.

Description of Duties

% Of Time	Essential Functions
40%	Customer Success, Engineering Service Desk, and Internal Development Tool Administration Performance Management: Establishes and monitors key performance indicators (KPIs) to measure service delivery, system performance, and customer satisfaction. Ensures performance aligns with the Division's goals and service-level expectations. Develops and implement processes to manage user access, system permissions, and compliance with security policies across engineering platforms and tools.
25%	Continuous Process Improvement: Leads the development and enhancement of internal tools that support the software development lifecycle, fostering efficiency and innovation within engineering teams. Collaborates with cross-functional stakeholders, including engineering, security, product management, and business teams, to ensure the alignment of support services with enterprise objectives. Fosters a culture of operational excellence, customer focus, and team development, ensuring the teams are equipped with the skills and resources to succeed.
20%	Incident and Problem Management: Drives MDE Section incident management, problem management and root cause analysis processes, ensuring timely resolution of issues and long-term preventive measures.
10%	Budget and Procurement Management: Manages MDE Section operational budgets, serves as the primary point of contact for MDE goods and services procurements and MDE vendor contracts to ensure cost-effective delivery of support services and tools.

% Of Time	Marginal Functions
5%	Performs other duties as required.

Supervision Received: Under General Direction _____ by the (enter supervisor classification):

Factory and Engineering Chief, ITM II _____ .

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:

• Proven experience leading operations, service desk, or customer support teams in a technical environment, preferably within an agile and cloud-based development context.
• Strong background in managing budgets, vendor relationships, and procurement processes.
• Demonstrated ability to develop and implement processes that enhance system performance, user access management, and service delivery.
• Experience in managing internal development tools and platforms that support software engineering teams.
• Excellent communication and collaboration skills, with the ability to work effectively across technical and non-technical teams.
• Strong leadership capabilities with a focus on team development, performance management, and fostering a culture of continuous improvement.

Working Conditions (Check all that apply):
Prolonged Periods of: Travel May be Required:
☐ Standing   ☑ Sitting   ☐ Kneeling   ☐ Bending   ☐ 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.

Analyst Name:	Analyst Signature:	Date:

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:

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:

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.
Maximum Telework Days:	The amount of telework is at the discretion of the Department's operational business needs and subject to change consistent with DHCS' Telework Program and Government Code sections 14200 – 14203. Telework is available to California residents, and proof of residency may be required.
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:	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%.
	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'.
	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.
Supervision Received:	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.
	Under Close Supervision: Used for entry-level classes in which an employee is learning the duties of the class as a trainee or apprentice.
	Under Supervision: The position is subject to continuous and direct control.
	Under General Supervision: The position is subject to a minimum of continuous and direct control.
	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 journeyperson or fully qualified worker.
	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.
	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.
Supervision Exercised:	Check 'Yes' if this position exercises supervision. If 'Yes' is checked, select all classification types supervised by this position.
	Check 'No' if this position does not exercise supervision.
Special Requirements:	Enter any requirements that may be necessary per classification specification or specific department, i.e., background check, drug test, medical license, etc.
Desirable Qualifications:	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.

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:	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. 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).