DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

716-1405-906

ACTIVE

☐ CURRENT
☒ PROPOSED

1. DIVISION	2. REGION OR BRANCH
Information Systems Division	Enterprise Modernization Project

3. REPORTING UNIT NAME	4. POSITION CITY
Deliverable Management Group	Sacramento

5. CLASSIFICATION TITLE	6. WORKING TITLE
Information Technology Manager I	Deliverable Management Group Manager

7. POSITION NUMBER	8. PREVIOUS POSITION NUMBER
716-1405-906	

9. CBID/BARGAINING UNIT	10. WORK WEEK GROUP	11. TENURE	12. TIME BASE
M01	E	Permanent	Full-time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)?   ☒ Yes   ☐ No

This position is designated under the Conflict of Interest Code. This 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.

14. CPC ANALYST APPROVAL T. Cortez-Guardado	15. DATE APPROVED 9/14/2021

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under general direction of the Assistant Project Director, Information Technology Manager (ITM) II, the ITM I is responsible for planning, organizing and directing deliverable management activities for the Digital Experience Project (DXP). The ITM I serves as Technical Oversight Manager on information security, requirements management, and deliverables in support of the DXP Project

The ITM I performs duties related to Business Technology Management and IT Project Management including, but not limited to Policy and Program Development, Budgeting, Procurement and Purchasing, Contract Administration, Asset Management and IT Strategic Planning , Communications Management, Cost Management, Human Resource Management, Planning, Process Engineering/Reengineering, and Portfolio Management.

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

30% — **(E) Manage Products and Services Delivered to the DXP Project**

Manages and directs the activities of the Deliverable Management Group, including building effective, collaborative, high-performing teams and mentoring internal team members. Provides guidance, leadership and oversight of deliverable management process to subordinate staff and consultants for modernization projects. Develops and implements deliverable management policy and procedure standards to support modernization efforts. Organizes staff workload to accommodate changing priorities, manages multiple assignments concurrently, and sets priorities for the office. Provides regular status reports to ISD management as requested.

25% — **(E) Manage Internal Projects and Activities**

Oversees projects involving deliverables for the DXP Project, including oversight of information security, deliverables review, and requirements management. Controls allocated budgeted funds and staff resources to carry out projects, and responsible for resource management and resource conflict resolution for assigned projects. Ensures the required process for activities is supported and provides associated documents and approvals. Ensures compliance with the complete range of System Development Life Cycle (SDLC), Change Management, Enterprise Project Management, Workflow Framework, and similar processes and tools. Participates in vendor and consultant procurement and selection process.

20% — **(E) Strategic Planning**

Facilitates IT strategic planning and sessions. Promotes the department's strategic plans with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost effective IT

services, and solutions for our business partners. Formulates, reviews, analyzes, and provides guidance on legislative bill analysis and evaluates impact to systems and resources. Creates and provides policy and procedural guidelines to subordinate staff and user to ensure compliance and State regulations, policies, procedures relative to planning and administering IT projects and activities. Reviews analysis of future technologies and operational capacity needs, utilizing inputs from staff, clients, peers, and independent research in accordance with the direction of the DMV Chief Information Officer.

10%   **(E) Administrative**
Ensures subordinate staff comply with all of the Department's policies, office standard operating procedures and protocols. Monitors and evaluates performance for productivity capability and development. Resolves discipline and grievance issues. Makes decisions and recommendations concerning personnel hiring and training. Participates in workforce planning, budgeting, and succession planning.

10%   **(E) Communication and Working Relationships**
Develops and maintains effective communication and working relationships within the department, other governmental entities, commercial organizations, and outside stakeholders. Assumes required public contact with groups, vendors, and individuals. Represents the department and speaks at meetings and conferences as requested.

5%   **(M) Misc.**
Advises and provides recommendations to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements. Performs other job-related duties as required.

18. SUPERVISION RECEIVED

The ITM I is under general direction of the Enterprise Modernization Project Assistant Deputy Project Director, ITM II.

19. SUPERVISION EXERCISED AND STAFF NUMBERS

The ITM I manages Deliverable Management Group staffing which includes the Information Security Unit, the Deliverable Review Unit, and the Requirements Management Unit. They include the classifications of IT Specialist I and IT Specialist II, and Manager III. Provides general administrative direction concerning assignments. Demonstrates leadership in identifying new issues, techniques and opportunities. Demonstrates project leadership. Manages the most sensitive issues.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Position may be telework eligible.
When in an office setting, operates a personal computer, telephone, fax machine, copier and other office equipment. Gives presentations and participates in meetings, conferences and workshops. Communicates with internal and external customers via e-mail, telephone or in person. Attends meetings on HQ campus and off campus.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Proficient managerial and supervisory skills. Experience in effectively planning, organizing, directing, delegating and supervising complex work of a multidisciplinary staff. Experience with deliverable/contract/vendor/project management. Experience with SDLC, Agile, and Waterfall methodologies. Positive attitude and highly motivated. Experience delivering services with a focus on excellent customer service. Ability to analyze information and make decisions in a competent and timely manner. Ability to effectively communicate verbally and in writing, to draft reports, and to provide presentations as required. Ability to organize workload to accommodate changing priorities and effectively manage multiple assignments concurrently. Possesses effective interpersonal and leadership qualities with the ability to build valuable internal and external relationships with a wide variety of people.

22. PERSONAL CONTACTS

Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities. Comfortable communicating via phone, e-mail, in person or other methods, as needed. Coordinates problem solving and ensures conformity of methods and practices influences, motivates, persuades, provides oversight, and leads individuals or groups. Interactions may be general, confidential, sensitive or informative in nature.