

PROPOSED
Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Information Services Planning and Management Branch Management Services Innovation Group Innovation Team	
Position Number 441-175-1402-XXX	Location Sacramento	Telework Option Hybrid
Classification Information Technology Specialist I	Working Title IT Project and Contract Management Specialist	

General Description <p>Under general supervision, incumbent acts as lead in the role of Project Manager over the most complex and high-risk information technology (IT) projects. High-risk assignments involve projects with critically tight schedules and cost constraints, use of unfamiliar technologies, high implementation costs, and/or high visibility. The Project Manager will typically be responsible for concurrent management of multiple projects and IT contracts. The IT Specialist I, independently manages IT projects to ensure customer needs are met, departmental standards are followed, and project milestones and deliverables are accomplished on-time and within budget. The IT Specialist I perform a variety of activities supporting department projects. The incumbent participates in supporting the Office of Information Services (OIS) through various roles including administrative processing roles, Agile team roles, and project team roles employing project management disciplines. The incumbent performs a variety of recurring, well-defined tasks as well as process improvements through innovative problem solving within guidelines and a scope involving one or more business area unit, processes, and functions. The activities of this position are in the Business Technology Management and IT Technology Project Management domains.</p>	
Supervision Received	Under supervision, incumbent reports to the Information Technology Supervisor II, Management Services and Innovation Group within the Planning and Management Branch.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

Job Duties

E = Essential, M = Marginal

30% E **Project Management**

- Support Project Approval Lifecycle activities.
- Manage IT projects to ensure customer needs are met, departmental standards are followed, and project milestones and deliverables are accomplished in order to deliver IT projects on-time and within budget.
- Create and maintain project artifacts to manage the project life cycle activities.
- Monitor project milestones and deliverables to ensure successful outcomes.
- Coordinate and consult with users, administrators, and engineers to identify business and technical requirements.
- Develop and sustain cooperative working relationships with project stakeholders and team members.
- Analyze, develop and document business and technical requirements for technology solutions and enablers.
- Analyze, develop and document business processes utilizing industry best practices and standard methodologies.
- Implement policies, procedures, guidelines and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes.
- Produce periodic status reports to communicate the project progress and issues with the stakeholders, project sponsor and team.
- Independently manage project activities against the schedules and resources allocated by the approved project plans.
- Liaise between top management, vendors, and team members in order to resolve issues and ensure appropriate progress of tasks and completion of deliverables.
- Perform ongoing risk assessments to identify and prepare contingency plans in order to mitigate or reduce potential risks.
- Establish metrics to evaluate actual project costs and schedule versus projections.
- Manage the change control process to address changes in scope, cost or schedule.
- Troubleshoot issues that become a barrier to the timely completion of the project within budget and/or within scope.
- Track and manage the projects' budget in order to ensure appropriate expenditure of funds.
- Act in a lead role over lower-level staff.

30% E **Project Budget and Contract Management**

- Manage and process IT project contracts and procurements.
- Perform market research, contract development, vendor management and contract management.
- Perform software purchases and renewal using the State Leveraged Procurement Agreements (LPA's).
- Create procurement documents such as: Statements of Work, Invitations for Bid, Requests for Offers, Requests for Proposals and/or other procurement documents to solicit project proposals.
- Develop statements of work based on the defined project scope and track project budgets that tie to project schedule and work packages.
- Track, monitor, and audit IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations.
- Maintain close oversight with the procurement processes involved in the project to ensure contracts are properly managed. Track contractor tasks and deliverables to ensure timely completion and best quality.
- Review invoices and authorize payments upon completion of deliverables.
- Liaise with administrative services and other units to ensure timely processing of purchase orders and invoices and recommend incident control/problem management process improvements.

PROPOSED

- Analyze, develop and document business and technical requirements for technology solutions and enablers.
- Negotiate and obtain quotes from technology vendors and maintain vendor contact information.
- Oversee IT vendor service performance management.
- Implement IT acquisition policies, procedures, guidelines and standards to ensure compliance with State and departmental rules and regulations utilizing various defined technology governance processes.
- Ensure compliance with Information Security requirements and assist Information Security in developing appropriate guidelines and templates.
- Monitor and provide direction for State Model Cloud Computing Special Provisions for Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).
- Utilize and maintain a working understanding of the State purchasing system, Fi\$CAL. Maintain the Department's supported hardware and software standards as technology and business needs change and maintain a working understanding of the Department's technology, data, and network system design.

25% E **Business Systems Analysis**

- Facilitate workshop sessions for requirement elicitations.
- Review and evaluate IT Project Requests.
- Collaborate with program units to determine business need and further define business requirements for estimation of activities and resources.
- Create process models, specifications, diagrams, and charts for the most complex IT systems in order to achieve clear understanding of the stakeholders and provide direction to developers.
- Elicit business requirements/user stories using techniques such as interviews, observation, focus groups/sprints.
- Lead user acceptance testing to ensure the delivered product fulfills the business goals and objectives and delivers value to the program area.
- Ensure the implementation team has the adequate capabilities to support the delivery of the new software solution.

10% E **Emerging Technology Research**

- Perform research and evaluations of emerging technologies, hardware, software, printers, or application products to meet end-user requirements or to enhance existing services.
- Perform regular and proactive research related to technology trends and best practices.
- Analyze, develop and document business and technical requirements for technology solutions and enablers.
- Perform technology alternative evaluations to ensure that IT goods and services meet documented requirements and comply with State and departmental rules and regulations.

5% M Perform other related duties as required.

Other Expectations

- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to following best practices and applying office-wide standards throughout the organization.
- Demonstrate the ability to establish and maintain priorities, successfully complete work assignments and meet deadlines as required.
- Show initiative in making work improvements, identifying and correcting errors, and initiate work activities.
- Demonstrate the ability to gain and maintain the confidence and cooperation of others.
- Maintain good work habits and adhere to all HCAI policies and procedures.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.

PROPOSED

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date