State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION: INFORMATION TECHNOLOGY MANAGER I	POSITION NUMBER: 772-1405-XXX SOLUTIONS DEVELOPMENT MANAGER
DIVISION/BRANCH/REGION: INFORMATION SYSTEMS DIVISION	BUREAU/SECTION/UNIT: SOLUTIONS DEVELOPMENT BUREAU
SUPERVISOR'S NAME: PANKAJ SHARMA	SUPERVISOR'S CLASS: INFORMATION TECHNOLOGY MANAGER II

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)*

  Fingerprints and background check required. Form 700 filer.

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 Click or tap to enter a date.	EMPLOYEE'S SIGNATURE	DATE Click or tap to enter a 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.
 Four (4) IT Specialist II, Two (2) IT Sup II, Two (2) ITS I

Total number of positions for which this position is responsible: 8 State Staff

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.
 Click or tap here to enter text.

MISSION OF ORGANIZATIONAL UNIT:
 Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units. ISD accomplishes this by: effectively managing information systems and equipment; planning, communicating and implementing responsible information technology policies and solutions; and, sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION**:**
The IT Manager I (ITM I) is under the general direction of the Innovative Technology Solutions Branch (ITSB) Chief within the Information Systems Division (ISD) and is responsible for the technical management of the implementation and support of Customer Relationship Management (CRM), SaaS and PaaS based solutions, Business Intelligence solutions, Content Management Systems (CMS), Teams, SharePoint, Learning Management System (LMS), and Big Data analytical solutions. The ITM I ensures technical alignment with CDSS goals and directives and works with control agencies to comply with state administrative requirements.

A. <u>RESPONSIBILITIES OF POSITION</u>:

30% Provides technical leadership and strategic direction to the implementation of technology solutions to ensure project and organizational objectives are accomplished through effective management. Plans, directs and oversees assigned work and ensures deliverables and functionality are achieved as defined in the project charter, funding documentation and project plans. Ensures mission critical program requirements are properly addressed. Negotiates with executive-level decision makers on issues of critical importance to system success. Supports CDSS technical enterprise and governance. Adhere to all State and CDSS IT security and privacy requirements. Work collaboratively with CDSS program areas to ensure customer relationships are well maintained and communications are developed which support positive client interactions and ensure successful project outcomes are achieved. Responsible for addressing issues of a wide variety of management and executive stakeholders at the local, State and federal levels. Officially represent the assigned project in executive meetings.

30% Ensures effective management of all resources assigned to the project; State, prime vendor and consultant staff. Provides direct management and supervision of the project contractors and support consultants. Manages contractor performance, approves work products and deliverables from project team, prime vendor, support consultants and interfacing agencies. Ensures that contractor proposals are consistent with State technical, business and policy requirements. The ITM I ensures technical alignment with CDSS goals and directives and works with control agencies to comply with state administrative requirements. Provides management of Customer Relationship Management (CRM), SaaS and PaaS based solutions, Business Intelligence solutions, Content Management System (CMS), Teams, SharePoint, Learning Management System (LMS), and Big Data analytical solutions. Manages client server platforms and web solutions. Provides after-hours support as needed to update public website with time-sensitive information. Oversees delivery of ADA complaint web-content.

20% As a technical manager, provides cross-functional project management, guidance, and direction to technical teams and business stakeholders using agile, hybrid, waterfall methodologies and framework for successful project and product delivery outcomes. Manages and approves technical components of the project schedule and master project plan to ensure system meets the needs of the program units and system build and/or maintenance deliverables are delivered timely within budget and scope. Direct, monitor and authorize project management activities which includes; communication, project scheduling, system requirements (adhering to System Development Life Cycle (SDLC) practices), and issue and risk management. Review and approve contract deliverables. Review and approve invoices and key project deliverables such as planning documents, business requirements, interface specifications, system design and implementation plans. Implements the processes for review/approval of the deliverables defined in the State's IT Project Oversight Framework.

10% Serves as the primary liaison between the project teams, project sponsors and governance committees, provides project progress and escalates decisions and issues as needed. Serves as the central point of i n t e r n a l a n d external communications and coordination for the project. Provides strong advocacy for the project with external stake holders,State government and the public. Represents the State of California and Department at statewide and national conferences and meetings. Effectively communicates with and develops and maintains excellent working relationships with a diverse group of stakeholders to ensure project status and strategic direction is shared and project-related interests are protected and met.

5% Perform various supervisory responsibilities related to staff management and development. Evaluate necessary staff resources and training needs. Establish performance standards and expectations by conducting probationary reviews, annual Individual Development Plans, constructive interventions, corrective and disciplinary actions and training to enhance personnel growth. Provides advice and consultation to staff on the most difficult and sensitive work issues.

5% Perform other duties as assigned.

B. <u>SUPERVISION RECEIVED</u>:

The ITM I is under the general direction of the ITSB Chief.

C. <u>ADMINISTRATIVE RESPONSIBILITY</u>:

The ITM I is responsible for providing the highest level of technical management supporting various projects and work efforts for the Information Systems Division which includes administrative responsibilities related to personnel management, budget, contract development and management and organizational support activities. Additionally, the ITM I has administrative responsibilities over vendor contracts, and the development of status and project reports utilizing Division and Department standards and processes.

D.   <u>PERSONAL CONTACTS</u>:

The ITM I has contact with executive leadership, staff at all levels of the department, other departments and control agencies, e.g., California Health and Human Services Agency, Department of Finance, Department of General Services, Department of Health Care Services, Office of Systems Integration, Federal Agencies, California Department of Technology and local government organizations and stakeholders. The ITM I also meets regularly with vendors and contractors and supports successful service procurements

E. <u>ACTIONS AND CONSEQUENCES</u>:

The ITM I is responsible for extensive knowledge of IT policy, standards, processes and procedures, and working with customers and IT colleagues to identify business problems, opportunities and solutions to advance business programs. The incumbent must exercise good judgment, analyze problems and take appropriate actions. Failure to perform due diligence and exercise good judgment would have an adverse impact on the ability of the ISO to deliver successful information technology projects that support the business and on the branch to provide knowledgeable, informed recommendations to the COSS for effective use to technology. This position requires the incumbent maintain consistent and regular attendance. Inconsistent attendance would shift workload to other employees and negatively impact the quality and timeline of projects.

F. <u>OTHER INFORMATION</u>:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).
Ability to communicate complex technical and business process risks and issues to executive level staff. The following are desirable:
• Bachelor's degree in Computer Science, Information Technology, or a closely related field.
• Experience supervising or leading a team responsible for solutions development utilizing SaaS, PaaS and COTS solutions.
• Experience managing after-hours support to update public websites with time-sensitive information.
• Knowledge of state accessibility standards and experience overseeing delivery of ADA complaint web-content.
• Experience managing SharePoint adminsitration and development.
• Knowledge of applications and solutions technologies such as Microsoft Dynamics, Salesforce, Azure Services, Power Platform, and ServiceNow.
• Knowledge of reporting technologies such as Microsoft SQL Server, Oracle, Tableau and Power BI.
• Experience coaching and mentoring team members to help them grow, as well as knowledge of performance management techniques.
• Experience supporting or executing solution or governance processes and strategies.
• Experience working in a collaborative project environment, building strong and effective relationships with IT and business units to achieve project goals.
• Strong strategic, analytical, collaboration and creative abilities.
• Knowledge of, and experience with, Agile and project management best practices.
• Ability to exercise initiative, good judgment, honesty, and make timely decisions while maintaining positive and trusting working relationships
• Ability to plan, organize, communicate, and adapt to changing assignments and priorities, and work effectively under pressure to meet deadlines
• Excellent analytical skills with demonstrated ability to work independently, think logically and creatively, apply a range of analytical and research tools, identify gaps and opportunities for improvement, make sound recommendations, and develop business requirements based on the recommendations.
• Experience fostering an inclusive work environment where diversity of thought is valued and encouraged.