

DUTY STATEMENT

Class Title Information Technology Specialist III (ITS III)	Position Number 805-412-1415-XXX
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COI Classification
 Yes No

Unit

Section

Branch
Product Branch

Division
Medi-Cal Enterprise Systems Modernization Division (MESMD)

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary:

Under the broad administrative direction of the Product Branch Chief, an Information Technology Manager II, Medi-Cal Enterprise Systems Modernization Division (MESMD), Enterprise Technology Services (ETS), the ITS III serves as the Senior Product Manager for products managed by MESMD.

The MESMD Product Branch manages product development for ETS applications such as MedCompass, Federal Draw & Reporting (FDR), California Automated Recovery Management (Cal-ARM), and Comprehensive Behavioral Health Data Systems Management (CBHDSM) systems. The incumbent will act as Senior Product Manager of the MESMD portfolio exercising expert knowledge of all MESMD product management processes including supporting continuous discovery, design, and implementation of functionality for the MESMD enterprise portfolio that includes MedCompass, FDR, Cal-ARM and CBHDSM systems. The incumbent will also develop and manage an enterprise level product roadmap for these efforts. The incumbent will lead IT Product Managers and Product Owners in IT activities exercising expert knowledge in approved product management strategies, approaches, processes and tools to deliver quality applications. The incumbent will exercise expert knowledge and assist in product planning and execution using Agile and Kanban Methodologies. The incumbent will perform expert-level product reviews, ensuring continuous alignment to enterprise product goals and the enterprise product roadmap. The incumbent will provide expert knowledge of a portfolio plan of approach for managing the many components, systems and processes that are part of the MESMD portfolio.

The incumbent will plan, organize, and lead the activities of multi-disciplinary teams responsible for implementing the product approach and product delivery for the Division's portfolio of modernization products. The incumbent will develop, communicate, measure and improve the organization's product approach and product delivery processes. This Branch is comprised of Information Technology (IT) professionals in various classifications and vendors, who are responsible for the management and delivery of MESMD products within an Agile framework and using a set of Agile tools such as, but not limited to, the Atlassian suite. The ITS III must have experience delivering in an agile product management environment, including experience product planning, strategic planning and developing Product Roadmaps.

The incumbent establishes the appropriate product level goals and objectives that align with IT key initiatives, and develops operational plans according to business priorities and within budget to accomplish the overall MESMD vision and mission. Provides organizational leadership to effectively deliver solutions that support MESMD project management, product planning, product design and discovery, product development and delivery, product implementation, daily business operations, and implement continuous process improvements for MESMD enterprise solutions.

The Department of Health Care Services (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 with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. 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 Enterprise System (MES) as the collection of systems and other technical components used by the business processes in the management of the enterprise. MES projects and systems outside of the department include but are not limited to the California Statewide Automated Welfare System (CalSAWS), State Hub, Case Management, Information and Payrolling System (CMIPS) and the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS).

Supervision Received: Under the broad administrative direction of the Product Branch Chief, an Information Technology Manager II.

Supervision Exercised: n/a

Domain: IT Software Engineering, IT Business Technology Management, IT System Engineering

Percent of Time Essential Functions

50% Delivery of Enterprise Solutions, Enterprise Product Roadmaps, & Product Strategy

- Supports development and execution of strategies for continuous discovery, design, and implementation of functionality for the MESMD enterprise portfolio. Develops and manages an enterprise level Product Roadmap. Provides expert knowledge of a portfolio plan of approach for managing the many components, systems and processes that are part of the MESMD portfolio. Develops, communicates, measures and improves the organization's product approach and product delivery processes. Establishes the appropriate enterprise-level product goals and objectives that align with ETS information technology key initiatives.
- Develops operational plans according to business priorities and within budget to accomplish the overall MESMD vision and mission. Directs and coordinates the activities of multi-disciplinary teams responsible for implementing the product approach and product delivery for the Division's portfolio of modernization products. Leads IT managers and staff in activities that support enterprise products, while exercising expert knowledge in approved agile product management strategies, approaches, processes and tools to deliver quality applications.
- Provides organizational leadership to effectively deliver solutions that support MESMD project management, product planning, product design and discovery, product development and delivery, product implementation, daily business operations, and implement continuous process improvements for MESMD enterprise solutions.

40% Communication and Analysis

- Conducts analysis, completes reviews, writes reports, develops talking points, makes recommendations; and, develops and gives presentations related to IT product management approaches, outcomes, findings, trends and best practices. Performs expert-level product reviews, ensuring continuous alignment to enterprise product goals and the enterprise product roadmap. Conducts analysis of enterprise products to deliver product planning, strategic planning and Product Roadmaps.
- Engages with users, stakeholders, and executives through a range of channels to understand user needs for the product. Identifies, documents, and executes the product

design, discovery, management, and implementation strategy for MESMD products. Validates product fit, promotes the product management strategy, and encourages acceptance and use of the product by the business. Facilitates regular meetings to ensure appropriate and adequate product communications across all teams. Assists with responses to budget drills and personnel exercises; assist with the development of the Advance Planning Documents, Legislative Quarterly Status Reports, status reports, issue papers, action requests, Budget Change Concepts/Proposals, progress/status reports, work plans and other documents to State and Federal control agencies to obtain appropriate funding and for reporting on product plans and outcomes.

- Demonstrates highly effective oral and written communication, including experience communicating with executives and stakeholders about the product strategy and status and communicates the Vision and Goals during product planning events and ceremonies.

Percent of Time Marginal Functions

10% Other Duties

Perform other duties as required.

Employee's signature	Date
Supervisor's signature	Date