

**Department of Consumer Affairs**

## Position Duty Statement

HR-41 (Revised 7/2015)

<b>Classification Title</b> Information Technology Specialist I (ITS I)	<b>Board/Bureau/Division</b> Office of Information Services (OIS)
<b>Working Title</b> Project Contract Manager	<b>Section / Unit / Geographic Location</b> Client Services Section / Project Contract Management / Sacramento
<b>Position Number</b> 610-711-1402-016	<b>Name and Effective Date</b> Vacant

**General Statement:** Under the direction of the Client Services Section Chief Information Technology Manager I, the Information Technology Specialist I (ITS I) serves as the Project Contract Manager. The incumbent independently performs duties related to the development, implementation, and maintenance of project management functions and strategies to ensure successful project completion. This position is in the Business Technology Management domain.

Incumbents in this classification will progress through ranges A, B and C based upon the requirements of the alternate range criteria relating to the classification specifications. As the incumbent progresses beyond Range A, the incumbent will be expected to perform the level of responsibilities associated with the assigned range, in addition to the level of responsibilities in the lower range(s):

Range A – Incumbents in this range provide contract support and may participate in developing resource allocations for contracts and oversee project vendor contracts.

Range B – Incumbents in this range complete contract responsibilities with less supervision and requires a broader knowledge and application of contract issues. Incumbents in this range lead cross functional teams to verify quality assurance activities are being followed. With supervisory guidance, incumbents in this range serve as an escalation authority for problem resolution regarding contracts.

Range C – Incumbents in this range require minimal supervision and have a thorough knowledge of contract issue and compliance. Incumbents in this range independently guide project and business staff during business process analysis, improvement, and re-engineering.

Duties include, but are not limited to the following:

**A. Specific Assignments [Essential (E) / Marginal (M) Functions]**

**95% Contract Management (E)**

Oversee the DCA project vendor contracts to ensure contract compliance (scope/schedule/cost). Facilitate meeting deadlines for review of contract deliverables. Lead and coordinate the development, review and approval of project initiation documents as well as appropriate procurement/contract documents and all required project documents i.e. PIERS, and monthly and weekly reports to control agencies. (40%)

Participate in the development of project schedule staff resource allocation to ensure that adequate resources are being provided in order to meet the State's various contractual obligations to the solution vendors to avoid financial penalty to the department. Identify

staffing gaps and make recommendations on how best to fill the gaps to keep the project on track. Identify potential project issues and recommendations related to staffing and present them to the Project Manager for consideration. (15%)

Serve as an escalation authority for problem resolution resulting from review of technical documents, issues, risks, and requirements to avoid undue project delays. Work with project staff to make recommendations on identified problem resolution for presentation to the project leadership. Participate in the project team assessment of existing Board or Bureau policies and procedures and recommend improvements based on the workflow changes required by projects. (15%)

Lead cross functional project teams of technical and business staff to ensure that broad enterprise goals are implemented uniformly and that defined project quality assurance activities are being followed. Ensure that new system functionality can be tied back to the project system requirements. (15%)

Apply expert logic and reasonable judgment to guide project and business staff during business process analysis, improvement, and re-engineering as it relates to the respective business organizations. Develop ongoing dialogue with the OAS Accounting and Purchasing Units. Monitor contract invoicing for projects as they move through the approval process. (10%)

**5% Administrative (M)**

Submit weekly status report to OIS Management and prepare management presentations as needed. Review all levels of documentation. Prepare Issue Papers as needed. Coordinate response to internal or external agency requests for information. Perform other duties as assigned.

**B. Supervision Received**

The incumbent works under the direction of the ITM I, and may receive assignments from Information Technology Manager Is and IIs, and the OIS Chief Information Officer (CEA B)

**C. Supervision Exercised**

None.

**D. Administrative Responsibility**

None.

**E. Personal Contacts**

The incumbent has contact with all levels of the DCA staff, consultants, vendors, California Technology Agency staff, Control Agency staff, and other government agencies. This includes DCA's Divisions, Programs, Bureaus, Boards, and Committees including executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

**F. Actions and Consequences**

The incumbent will make decisions that impact the functionality of the DCA technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications,

and prevent the DCA end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCA may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

**G. Functional Requirements**

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office. The incumbent must occasionally move about inside the office to access office machinery. The incumbent must constantly operate a computer and other office productivity machinery, such as a copy machine. The incumbent must be able to remain in a stationary position 50% of the time. The incumbent may be required to perform duties at local client sites as required and at any of DCA's statewide field sites as scheduled in advance.

**H. Other Information**

The incumbent must be able to reason logically and creatively, and utilize a wide variety of skills to resolve enterprise-wide technical issues, application development and multiple system interface issues. Additionally, this position must have ability to communicate and resolve business related issues/problems that require a technology solution. Incumbent must be able to develop and evaluate alternatives; research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects; gain and maintain the confidence and cooperation of those contacted; accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

The incumbent should have a thorough knowledge of the State IT policies and procedures, as mandated in the State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), OCIO IT Policies; as well as, basic operational functions of the client agencies: i.e. application review, examination processes, license issuance and denial, complaint handling and enforcement activities. The incumbent must develop a thorough understanding of the OIS services, its operational policies and procedures to effectively make recommendations and identify the impact of IT initiatives to its customers.

**Desired Technical Knowledge**

MS Word

MS Excel

**Additional Performance Expectations:**

Ability to work cooperatively with others

Ability to work efficiently

Ability to report to work on time

Ability to maintain consistent, regular attendance

Ability to work under changing deadlines

Ability to look and act in a professional manner

Ability to get along with others

Ability to exhibit courteous behavior towards others at all times

Ability to meet deadlines

Ability to perform tasks with minimal amount of errors

Ability to do completed staff work

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature

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Date

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Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

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Supervisor Signature

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Date

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Printed Name

**Revised: 9/2020**