

# PROPOSED

**Office of Statewide Health Planning and Development  
Information Services Division  
Enterprise Data Operations Branch  
Data Management Group**

## **Duty Statement**

EMPLOYEE: Vacant

POSITION NUMBER: 441-175-1404-XXX

CLASSIFICATION: Information Technology Supervisor II  
WORKING TITLE: Enterprise Data Manager

LOCATION: Sacramento

### **SECTION A: General Description:**

This is the full supervisory level. Under general direction incumbent plans, organizes and directs the work of one or more information technology (IT) programs or units, and may occasionally perform the most difficult or sensitive work. This level directly or indirectly supervises all lower level information technology and support staff performing work in any domain or combination of IT domains. At this level, the incumbent may also: identify, document, and monitor defined service levels and performance management standards; manage contracts; ensure compliance to project management standards; develop scope of work; and participate in vendor/product solution evaluation and selection.

The IT Supervisor II performs the following Business Technology Management and Software Engineering functions:

- Participate in vendor/product solution evaluation and selection.
- Perform contract management to ensure the terms and conditions are met.
- Develop, document, disseminate and update the policies and procedures which address effective data management.
- Perform vendor management to ensure the delivery of IT goods and services using applicable verification techniques in accordance with contract terms and conditions.
- Direct the testing of new database structures and database structural changes, using test case scenarios to ensure they meet business requirements, system requirements and system specifications.

The incumbent is responsible for planning and managing enterprise data warehouse initiatives; data preparation including sourcing, acquisition and integration; data quality, timeliness, and governance practices and standards; master data management operations; and supporting information delivery, business intelligence, reporting and analytics. This involves planning, organizing, coordinating, and directing the activities of the enterprise data warehouse team, information delivery leads and data specialists. The incumbent engages in close collaboration with IT Operations, Healthcare Analytics, division management, and other key stakeholders to

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ensure the Data Management Group meets identified performance objectives and drives value to business outcomes across the enterprise.

The incumbent is responsible for developing teams and staff to achieve a high level of competence in data management, data modeling, data quality, information delivery and service quality. The incumbent monitors and evaluates team performance to ensure necessary services and support are delivered.

The incumbent contributes toward the evolution of the Information Services Division (ISD) into a customer-focused, business-driven, service delivery organization by modeling the Office of Statewide Health Planning and Development's (OSHPD) core values, and by offering constructive feedback to others in the Division regarding the adoption of those values.

**Supervision Received:** Under general direction, incumbent reports to the Information Technology Manager I, Enterprise Data Operations Branch.

**Supervision Exercised:** Direct reports include one (1) Information Technology Supervisor I and four (4) Information Technology Specialist I. Indirect reports include three (3) Information Technology Associates.

**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.

### **SECTION B: Essential Functions:**

#### **40% Data Management**

- Manage and lead the design, development, implementation, operations, and maintenance of an Enterprise Data Warehouse (EDW) optimized for reporting and analytics. Understand data sources housed in the EDW, monitor customer needs, and identify BI opportunities. Continually align EDW design, BI solutions, and data services in support of OSHPD business outcomes.
- Serve as the lead data manager for OSHPD, including managing and distributing standard reference data, (including taxonomies, code lists, and geodata), negotiating with data providers to establish and maintain data feeds (manual or automated); securing sensitive data; monitoring the flow of data through the systems; ensuring data freshness; coordinating the response to exceptional conditions, such as errors in incoming datasets; and oversee top-level configuration management of outward-facing system components (defining users, organizations, categories, etc.).
- Provide advisory services on data management practices including needs assessment and requirements analysis; organization and maintenance of OSHPD data and information assets; improvements to data collection, integrity, security, integration,

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synchronization, linkage, analysis, distribution and dissemination; and the application of data standards, policies and procedures, and best practices.

- Lead data management improvement projects, contributing to feasibility studies, systems analysis, design, development and implementation and in the evaluation and testing of new information delivery solutions.
- Ensure the development of detailed system and other functional specifications and user documentation for EDW and information delivery solutions.
- Develop training materials and user manuals for data management systems and user support.
- Conduct outreach to internal and external data entities to develop partnerships and data sharing relationships. Research innovative methods and techniques for analyzing and visualizing data in support of reporting.
- Evaluate adequacy and interoperability of enterprise platforms. Implement new technologies in information management to ensure that tools developed for efficient access to information are accessible to staff throughout the department.
- Develop presentations appropriate to user audience; develop communication products to facilitate outreach.
- Participate in IT Program administration, including supervision of contractors, preparation of consulting services contracts and subsequent implementation, etc.
- Coordinate the development and implementation of an enterprise data governance plan to include data format and quality standards, data stewardship, interoperability of enterprise platforms, metadata management, and data accessibility.
- Work with OSHPD divisions and programs to develop data management strategies that promote effective utilization of data assets and establish data quality standards that support informed decision making, information products, data analyses, and public reporting.
- Educate executive staff, business management, and ISD personnel on current data management policies, standards, and best practices.

### **35% Supervision and Unit Administration**

- Direct the work of data management staff and information delivery team(s) supporting enterprise data management operations, which include planning, design, development, implementation, integration, management, maintenance, and various other data processing activities.
- Assign work, monitor, and evaluate performance of unit staff and team members.
- Work with each team member to develop required skills and abilities to effectively perform essential job functions.
- Organize and prepare individual and team training and development plans.
- Manage all functional unit administrative matters, including but not limited to personnel actions, contracts, budgets, and review and approval of unit-generated purchasing requests and renewals.
- Prepare unit staff and team members to apply standard methods and technologies consistent with OSHPD enterprise architecture (EA).
- Employ approved methods to recognize and promote exceptional individual performance and teamwork.

### **10% Customer Relationship Management**

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- Establish and maintain positive relationships with division management, program staff, and other key stakeholders and customers.
- Resolve critical issues with program customers and stakeholders.
- Drive effective communications across the enterprise and promote consistency, transparency, and a unified message that conforms to OSHPD values.

### **10% Innovation Strategy**

- Identify and introduce opportunities for data and technology innovation to OSHPD through the adoption, application, and improvement of data management services including data warehousing, metadata management, master data management and data integration.
- Collaborate with ISD management and division stakeholders to solve business problems with appropriately aligned data services that drive business value and positive outcomes.

### **SECTION C: Marginal Functions:**

**5%** Perform other related duties as required.

### **SECTION D: 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 OSHPD policies and procedures.
- Demonstrate a commitment to OSHPD's mission, vision, and goals.
- Demonstrate a commitment to OSHPD's Core Values.

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### **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.

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Employee Signature/Date

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Supervisor Signature/Date

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