Duty Statement
Department of Managed Health Care

CLASSIFICATION: Information Technology Supervisor II		POSITION: 409-501-1404-005	
WORKING TITLE: Project Management Office (PMO) Supervisor	OFFICE: Office of Technology and Innovation	EFFECTIVE DATE: DATE APPROVED: 1/05/2021	

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 26 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services through the use of information technology. OTI provides project management, application development, website design, modernized network and server infrastructure, information security and outstanding customer services, within a strategic IT Governance framework. The Project Management Office (PMO) plans and supports DMHC's IT project management efforts and processes to ensure that activities are conducted in accordance with IT project management best practices, state mandates and industry standards.

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GENERAL DESCRIPTION:

Under general direction of the Chief Information Officer (CIO) in the Office of Technology and Innovation, the Project Management Office (PMO) IT Supervisor II (ITS II) shall plan, organize, and direct the work of the PMO and supervise all lower level information technology and support staff performing work within the Business Analysis and Project Management functions of the PMO. Responsibilities include the management and oversight of project management disciplines including Risk, Issue and Action Item Management, Schedule Management, Quality Management, Performance and Metrics, Communications and project library activities. The ITS II manages all PMO staff including time and attendance, absence and leave management; and shall identify, document and monitor defined service level and performance management standards.

INFORMATION TECHNOLOGY DOMAINS

☒ Business Technology Management   ☒ IT Project Management

☒ Client Services   ☐ Information Security Engineering

☐ Software Engineering   ☐ Systems Engineering

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE   JOB DESCRIPTION
Essential (E)/Marginal (M)

40% (E)   PROJECT MANAGEMENT
- Provide leadership and manage the PMO activities according to the project management plans associated with each of the project management discipline areas including, but not limited to: Risk/Issue Management Plan, Schedule Management Plan, Quality Management Plan, Performance Assessments and Metrics Plan, Change Management Plan and Communications Plan.
- Lead and participate in IT activities pertaining to DMHC Budget Change Proposals (BCP's) with IT impact.
- Lead and participate in IT activities related to the California Department of Technology (CDT) Project Acceptance Lifecycle (PAL) process.
- Manage PMO activities within a Waterfall, Agile and/or wAgile (hybrid waterfall /agile) software development lifecycle methodology.
- Ensure plans are current and scheduled for reviews on an ongoing basis.
- Lead, oversee and promote communications activities for assigned projects.
- Train and/or facilitate training on PMO processes and procedures required in accordance with project management plan guidelines.
- Facilitate discussions with management team, contractors and others to ensure all project activities are conducted according to documented practices.
- Participate as a decision maker in meetings with internal team members and executives, vendor staff and partners for various large and complex IT projects.
- Work collaboratively with the Contract & Fiscal Manager to facilitate the efficient and effective operations.
- Provide support and assistance, as required, to team members needing a deeper understanding of specific project management processes.
- Lead the OTI Change Management Board (CAB) to ensure all inputs to implementing change are considered, communicated and documented prior to release of IT solutions.
- Develop and lead a Business Analyst Workgroup of DMHC program subject matter experts (SME's) that will assist OTI in identifying and documenting software development and business intelligence solution requirements.

35% (E)   TEAM MANAGEMENT
- Act as the Project Management lead for the DMHC's major software and business intelligence development projects.
- Manage day-to-day operations including administrative and supervisory tasks for the Project Management Office (PMO) activities required to support the various projects and systems of the DMHC.
- Plan, organize, prioritize, direct and assign the work of a technical and multidisciplinary team, responsible for Scope Management, Deliverables Management, Risk, Issue and Action Item Management, Schedule

Management, Quality Management, Performance Assessments and Metrics, Communications Management, Stakeholder Management and project library activities.
- Oversee and ensure the PMO team's compliance with the process and procedures as defined in the Project Management Plans.
- Establish performance standards and expectations and monitor staff achievement towards established benchmarks.
- Manage staff time, attendance, absence and leave, performance; review and approve time sheets.

20% (E)   PERFORMANCE ASSESSMENT & METRICS
- Develop an expert understanding of the contract terms and conditions and present findings in relation to contract requirements.
- Develop reports and recommend course of action to Management team.
- Ensure the performance assessments for all contracts are conducted according to the standards set forth in the project management plans and contracts.
- Review risk mitigation and issue resolution strategies to ensure the program's best interests are maximized and impact to users, providers and recipients are minimized.
- Ensure project schedule information is readily available and distributed to project staff as set forth in the Schedule Management Plan.
- Validate metrics provided by contractors and verify Service Level Agreements (SLA) are adhered to as specified in the contracts.
- Establish verification and validation processes and procedures as related to Quality Management Plan.
- Leverage the department's WASP (Web Accessed Service Portal) to manage all program Change Requests and Projects in support of automated reporting to the DMHC leadership team.

5% (M)   MARGINAL DUTIES
- Direct day-to-day operations and staff involved in administrative and office support activities, including but not limited to team building opportunities, facilities operations, security access, office and printer maintenance and supplies, employee on-boarding and off-boarding, and contract administration support.
- Act in the capacity of Contract Manager and/or serve as the backup support to the Contracts & Fiscal Manager.
- Perform other duties as assigned

(marginal duties may not exceed 5% of the duty statement)

SUPERVISION EXERCISED OVER OTHERS:
Directly supervises a team of Information Technology Associates and Specialists.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:
The employee should be familiar with DMHC mission, goals, organizational structure and major

work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to solve difficult personnel problems, research, understand, interpret and articulate applicable employment laws, rules and regulations.

Have knowledge and expertise with the operation and functions of the California Department of Human Resources (CalHR) and the State Personnel Board (SPB), and be knowledgeable of the California Government Code and the California Code of Regulations in the area of Human Resources.

Have knowledge and expertise with the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, development and training, DMHC policies and procedures, safety, health and Equal Employment Opportunity objectives.

Have knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles, methods and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques. The principles of personnel management, supervision, and training; the organization's mission, policies, principles and practices; business and management principles involved in strategic planning, resource allocation, leadership technique, coordination of people and resources; principles and practices of organization, administration, personnel (recruitment, selection, training, compensation, benefits, labor relations, negotiation, and personnel information systems), and budget management; organizational roles and responsibilities and the ability to tailor training appropriately; principles and practices of employee supervision, development, and training; a supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion; maintaining a work environment which is free of discrimination and harassment; principles of personnel management, supervision, and training; the department's Equal Employment Opportunity objectives; and a supervisor's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

Have the ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to

the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs. Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved. The employee will be managing other staff and will need to clearly understand policy and procedures required of a supervisor in directly managing staff.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in a cubicle and will periodically attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high-rise building accessed through elevators.

POSITION REQUIREMENTS:

Periodic overtime is required for planned after hours work to minimize interruptions to business. This position is required to travel to other DMHC sites related to job duties as needed.

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.

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

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

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date