

YOUR EFFORTS WILL MAKE FI\$Cal A SUCCESS

DUTY STATEMENT

CLASSIFICATION TITLE Information Technology Manager I	DIVISION NAME Information Technology Division, Project Management Office, Change and Release Management Section
WORKING TITLE Change and Release Management Section Chief	POSITION NUMBER 333-350-1405-007
EMPLOYEE NAME VACANT	EFFECTIVE DATE January 29, 2021

You are a valued member of the Department of FISCal. You are expected to work cooperatively with team members and others to provide the highest level of service possible. Your creativity and productivity is encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

GENERAL STATEMENT

Under the general direction of the Information Technology Manager II (ITM II), Chief of Project Management Office, the Information Technology Manager I (ITM I) serves as the Change and Release Management (CRM) Section Chief and is responsible for planning, organizing, and directing all tasks and functions related to the coordination and management of changes, releases, migrations, updates and upgrades made to the FI\$Cal production and non-production environments. The CRM Section Chief works closely with other FI\$Cal managers and partner (i.e. Department of General Services, Department of Finance, State Controller's Office, and State Treasurers Office) managers to prioritize change requests, formulate releases, and plan and implement changes to various FI\$Cal subsystems such as PeopleSoft, Hyperion, and Business Intelligence subsystems. This includes overseeing and ensuring that successful design, development, testing and approval activities have been performed prior to executing release activities required to move software into the production environment in collaboration with FI\$Cal and Partner managers. The CRM Section Chief is also responsible for coordinating with appropriate sections to ensure FI\$Cal is effectively communicating the changes to internal FI\$Cal staff and is managing the expectations of the users during the planning and rollout of changes.

The CRM Section Chief is required to update and maintain processes and procedures related to change and release management. The incumbent will use a keen understanding of various software development lifecycle methods such as waterfall, agile, and data warehouse life cycle methods and the ability to utilize the tools and processes associated with software development life cycle (SDLC) and release management of the FI\$Cal System. The CRM Section Chief will identify potential risks associated with the change/release process and will escalate and/or manage to mitigate and avoid these risks appropriately.

The duties for this position are focused in the Information Technology Project Management domain, however, work may be assigned in the other domains as needed.

SUPERVISION RECEIVED

The ITM I reports directly to the Chief of Project Management Office.

SUPERVISION EXERCISED

The ITM I will manager three (3) Information Technology Specialist I

The ITM I also oversees the work of consultants and/or partner staff matrixed into the Change and Release Management Section.

ESSENTIAL FUNCTIONS

The incumbent must be able to perform the essential functions with or without reasonable accommodation. Specific duties include, but are not limited to, the following:

<u>% OF TIME</u>	<u>ESSENTIAL FUNCTIONS</u>
40%	Release Management • Evaluate and prioritize change requests, perform impact assessments, formulate releases, and develop release schedule from FI\$Cal and partner managers. • Identify potential risks associated with releases and escalate/manage to mitigate/avoid appropriately. • Establish and maintain a Master Release Calendar for enhancement releases and defect repair releases and communicate timelines and expectations to the affected FI\$Cal teams. • Manage expectations and communicate the disposition and status of user-requested changes with communications and user-facing support teams. • Ensure successful completion of design, development, testing and approval activities in various teams.. • Compile and review appropriate deliverables and work products. • Execute release activities required to move software into production. • Ensure SDLC and release management tools are configured and utilized in accordance with FI\$Cal processes and standards and industry best practices and standards. • Develop, track and report metrics associated with enhancement releases and defect repair releases, including but not limited to planned vs actual scope delivered, planned vs actual productivity of various activities, and quality metrics.

30%	Management of Enterprise Processes and Standards • Develop, update and maintain the processes and procedures related to change and release management, including but not limited to: ○ SDLC documentation for enhancement releases, defect repair releases, and new functionality deployment for FI\$Cal subsystems such as PeopleSoft, Hyperion, and Business Intelligence subsystems ○ Change request prioritization, release formulation and classification, and release management procedures including checklists, guidelines, and instructions based on industry best practices • Identify key metrics to evaluate process capabilities and develop procedures for collection of metrics. • Develop and provide periodic training for FI\$Cal staff on the change and release management processes and standards.
15%	Configuration Management Support • Oversee various FI\$Cal teams to implement well-defined configuration management processes so changes to baseline configuration can be traced to and verified against approved releases. • Develop and implement configuration status accounting procedures. • Perform internal configuration audits periodically and support independent configuration management audits.
10%	Leadership and Personnel Management • Plan, direct, and manage the workload of CRM section staff and affiliated non-FI\$Cal staff including consultants. • Develop performance metrics, and monitor progress and performance on assignments; take appropriate action to ensure timely and successful completion of CRM section activities in accordance with the department and division expectations. • Lead the efforts in hiring, developing and retaining competent and professional staff that assures an adequate level of specialized analytical and technical expertise to support current and future FI\$Cal needs. • Oversee development and planning for the appropriate training of staff to support release processes, procedures, and standards. • Motivate staff to sustain high performance; establish and maintain proper staff recognition mechanisms. • Develop and deliver training on release processes, procedures, and standards.

<u>% OF TIME</u>	<u>MARGINAL FUNCTIONS</u>
5%	• Oversee maintenance of currency with software development and release management processes and standards. Attend training classes as needed. Satisfactorily complete all team training requirements. • Perform other related duties as required to fulfill FI\$Cal's mission, goals and objectives. Additional duties may include, but are not limited to, assisting where needed within the Information Technology Division, which may include special assignments.

REQUIRED SKILL SETS

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

Knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

SPECIAL REQUIREMENTS

The incumbent will use tact and interpersonal skills to develop constructive and cooperative, working relationships with others, e.g., stakeholders, customers, management, peers, etc., to facilitate communication to improve the work environment and increase productivity. **Fingerprinting and background check may be required.**

WORKING CONDITIONS

The incumbent may need to be on-site to carry out their duties. This position requires the ability to work under pressure to meet deadlines and may require excess hours to be worked. The incumbent should be available to travel as needed and is expected to perform functions and duties under the guidance of the Department of FISCAL's core values. The incumbent provides back-up, as necessary, to ensure continuity of departmental activities.

This position requires prolonged sitting in an office-setting environment with the use of a telephone and personal computer. This position requires daily use of a copier, telephone, computer and general office equipment, as needed. This position may require the use of a hand-cart to transport documents and/or equipment over 20 pounds (i.e., laptop, computer, projector, reference manuals, solicitation documents, etc.). The incumbent must demonstrate a commitment to maintain a working environment free from discrimination and sexual harassment. The incumbent must maintain regular, consistent, predictable attendance, maintain good working habits and adhere to all policies and procedures.

SIGNATURES

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 assigned HR analyst.)

Employee Signature

Date

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

Hiring Manager Signature

Date

HR Analyst PV

Date Revised: 1/25/2021