DUTY STATEMENT

Class Title	Position Number
Information Technology Specialist II (ITS II) – Jira Administrator	802-363-1414-xxx

COI Classification

☐ Yes   ☐ No

Unit

Section
Factory

Branch
Factory and Engineering

Division
Medi-Cal Enterprise Systems Modernization

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 and policy direction of the Factory Section Manager, Information Technology Manager I, within the Factory and Engineering Branch of the Medi-Cal Enterprise Systems Modernization Division (MESMD), Enterprise Technology Services (ETS), the incumbent will serve as Jira Administrator by acting as Jira System Administrator and technical owner of Jira, a core application used in the MESMD Organization. The Jira administrator will responsible for ensuring that Jira is running and performing optimally at all times. You will be a key partner and subject matter expert working with the Project Management, Product and Engineering teams to align Jira to our systems development life cycle and best practices for running Agile. You will also be working with various users of the system on front-end configurations and support.

The job is responsible for developing the divisions Jira operating model and ensuring it is aligned with our enterprise ecosystem, which includes additional Department of Health Care Services (DHCS) ETS branches. The incumbent should display overall ownership, governance, and administration of the Jira ecosystem. To ensure these criteria are meet, the candidate must be able to articulate a vision and ensure proposed solutions represent a holistic operating model for IT work intake through the use of standardized workflows and practices.

This position will involve a strong commitment to collaboration and fostering an atmosphere of exceptional teamwork and buy-in. The ability to effectively communicate and build trusting partnerships with a variety of stakeholders and departments will be paramount in order to serve the needs of the organization, grow the use of the systems, while ensuring compliance with stated procedures to minimize risk and maintain system stability.

Success will be defined by system stability, data integrity, process adherence, and by providing leadership the ability to report and successfully visualize system stability and a governance of the product.

The ITS II Jira Administrator will be the technical owner of Jira in the MESMD organization. Jira is a core application used by our teams. The incumbent will responsible for ensuring that Jira is running and performing optimally at all times. The incumbent will also work with various users of the system on front-end configurations and support. They should be analytical and a problem solver.

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 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, State Hub, Case Management, Information and Payrolling System and the California Healthcare Eligibility, Enrollment and Retention System.

Supervision Received: Under the broad administrative and policy direction of the Factory Section Manager, an Information Technology Manager I.

Supervision Exercised: None

Domains: IT Business Technology

Percent of Time   Essential Functions

60%   Jira and Confluence Technical Ownership

- Setup and role administration for Atlassian products.
- Own and create Jira governance documentation.
- Lead Jira technical management and permission approvals such as roles and permissions structure.
- Develop and support process for users requesting new work (projects, workflows, tasks within Jira)
- Set and document standards for building "schemes" that can be easily used on typical project types, and customize schemes for sophisticated projects which provide efficient workflows, screens, fields queries, reports and dashboards.
- Coordination and vendor management of Atlassian Plug-in's and appropriate upgrades.
- Develop JIRA workflows, dashboards, metrics, reports and advanced filters to provide end-users and business leadership with meaningful operational/performance metrics and status reports.
- Determine ways to optimize and improve JIRA setup.
- Provide written and live training, and support for JIRA to development and project teams as needed.
- Administer Confluence, creating and supporting spaces, blueprints, templates, users/groups, and add-ons.
- Define and execute JIRA and Confluence upgrade procedures.

35%   MES Modernization Technical Support

- Participate as a member of the MES Modernization platform and tools team by providing general hardware and software support and instruction.
- Assist in resolving MES modernization client incidents in a timely fashion and ensure solutions are properly communicated.
- Coordinate with MESMD desktop support as needed for account related activities.

Percent of Time   Marginal Functions

5%   Other Duties

Perform other duties as required.

Employee's signature	Date
Supervisor's signature	Date