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| duty statement | | |
| Class Title:  Information Technology Manager I (ITM I) | | Position Number:  805-413-1405-005 |
| COI Classification  Yes | No | |
| Unit: | | |
| Section:  Medi-Cal Dental Contract Oversight Section | | |
| Branch:  Integration, Service Management, and Dental Branch | | |
| Division:  California Medicaid Management Information System (CA-MMIS) Operations Division | | |
| This position requires the incumbent to 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:** This position is the Chief of the Medi-Cal Dental Contract Oversight Section (MDCOS), within the Integration, Service Management, and Dental Branch (ISMDB), CA-MMIS Operations Division. The incumbent is responsible for management and oversight of state and contractor performance and compliance in production operations of the California Dental Medicaid Management Information System (CD-MMIS), which is operated through a series of strategic vendor partners, including multiple Fiscal Intermediary (FI) contractors. CD-MMIS is one of the components of the systems that comprise the California Medicaid Management Information System  (CA-MMIS) enterprise. The CA-MMIS enterprise supports the Department of Health Care Services’ (DHCS) health care programs, including the Medi-Cal Dental Services Division and program.  CD-MMIS is a large, highly automated, complex, and interrelated data processing system, which depends on the operation of large data centers by the vendors. The incumbent oversees highly technical and complex design, development, and implementation, and operations of solutions and services within CD-MMIS as a result of policy changes, legislation, lawsuits, administrative efficiencies, organizational changes, or program directives. The incumbent must possess a thorough and expert understanding of enterprise technology, systems maintenance and systems development lifecycle methodologies, project management principles, service management (Information Technology Infrastructure Library (ITIL)), architecture, and infrastructure, and have the hands-on Information Technology (IT) technical expertise in large enterprises across a variety of technologies necessary to manage multiple IT efforts and teams simultaneously. The incumbent also has responsibility for the overall management of all the IT aspects for the CD-MMIS workload within the MDCOS, including providing direction and support to State and contractor staff responsible for this effort. | | |
| **Supervision Received:** The ITM I receives broad administrative and policy direction by the IT Manager II, ISMDB Chief, CA-MMIS Operations Division. | | |
| **Supervision Exercised:** The ITM I supervises state staff with the classifications of IT Supervisor II, and IT Specialist I’s. The ITM I also provides management support for various IT consultants. | | |
| **Domain:** IT Business Technology Management; IT Project Management; IT Software Engineering; IT Security Engineering; IT System Engineering.  **Description of Duties:** Incumbent oversees a multifunctional team structure that is responsible for support, maintenance and operations, and implementation of numerous complex and critical CD-MMIS technology projects from inception to post-implementation and operations. Activities and responsibilities include:  Work with stakeholders to formulate the vision, mission, objectives and requirements; identify the work to be performed; oversee contractors and staff to ensure they meet their state or contractual obligations and requirements; plan, direct, monitor, control and measure activities and resources; evaluate and report on the performance and quality of resources to executive management; identify risks and issues and develop mitigation strategies; perform post-implementation evaluations. The incumbent is responsible for ensuring that all systems development lifecycle, service and operations management, and project management principles are adhered to, and that all work is performed in accordance with State, Federal, and Department policies and industry best practices. The incumbent is also responsible for assisting the Department in the overall communication of Division operational status, which requires working with internal and external stakeholders at all organizational levels. | | |

## Percent of Time Essential Functions

**40%** **Management and Oversight**

Plan, coordinate, and direct the complex technology efforts through subordinate state and contractor staff for operations and delivery of services and changes to CD-MMIS systems and solutions. Provide direction and management of systems development lifecycle policies and procedures, service management policies and procedures, and operations management policies and procedures. Establish goals, priorities, strategies, metrics and plans to meet technical, operational, service management, and program objectives. Ensure schedules are developed, maintained and adhered to. Identify and manage risks; control changes, incidents, releases, knowledge, and problems; perform post-implementation evaluations and after action reviews and reports, including root cause analysis, process improvement, and problem mitigation.  Provide direction to assigned resources adhering to State and Department policies and procedures, and the systems development lifecycle, service and operations management standards, architecture and project management standards. Participate as a State representative in key workgroups that are part of the governance structure. Perform or support the planning of or coordination of the activities associated with user acceptance testing, transition to operations, on-going operations, and service and operations management.

The ITM I provides leadership to ensure services are available to support DHCS’s mission critical and essential functions for the Medi-Cal Dental Services program. The ITM I provides general direction and supervision for staff. The ITM I recruits, develops, and retains professional staff that assures an adequate level of specialized technical expertise to support current and future DHCS IT needs. The ITM I assesses training needs, develops and implements training plans, and conducts annual performance evaluations, identifies and resolves staff performance issues.

**35%** **IT Policy and Administration Management**

The ITM I participates in the development of IT strategic and tactical plans that can be used for developing IT solutions to satisfy the Medi-Cal Dental Services Division’s program business goals and objectives. The ITM I will develop and maintain IT policy and process documents, oversee   
CD-MMIS projects and performance measures, and oversee the MDCOS’ IT contract management. Maintain up to date knowledge about technology standards, innovations, and industry best practices related to technology architectures, infrastructures, operations, service management, and systems in general, and particularly as it relates to health/dental care.

Represent the Department in communication with national workgroups through meetings, calls, and/or conferences to lobby for California Medicaid dental services business needs and to provide input on development of federal Medicaid Information Technology Architecture (MITA) strategies and guidelines.

Assist in the preparation of Budget Change Concepts/Proposals, Advanced Planning Documents, feasibility study reports and other documents to State and federal control agencies to obtain appropriate funding.

**20%** **IT Project Support**

The ITM I participates in project meetings and provides consultation to customers and project teams. The ITM I directs IT professionals responsible for policies, processes, and tool implementation, proposal development, Feasibility Study Reports, Project Summary Packages, Special Project Reports, Post Implementation and Evaluation Reports, IT Procurement Plans, etc. The ITM I provides status reports to the program and Division executives. Directs activities in coordination with Division and Department leadership, in support of the Department’s mission, and the State’s vision for IT governance.

## Percent of Time Marginal Functions

**5%** As necessary, the ITM I performs other duties related to the role and may act in the absence of the IT Manager II, ISMDB Chief. Recruit, hire, train, and evaluate subordinate staff.  Perform other duties as required.

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| Employee’s signature | Date |
| Supervisor’s signature | Date |