

DUTY STATEMENT

1. POSITION INFORMATION							
Civil Service Classification Information Technology Manager I	Working Title Application and Service Delivery Manager						
Employee Name Vacant	Position Number 791-790-1405-009						
Project/Division Name Case Management Information & Payrolling System (CMIPS)	Supervisor's Name Sarah d'Eon						
Unit Application and Service Delivery	Supervisor's Classification ITM II						
Physical Work Location 2525 Natomas Park Dr, Ste 100, Sacramento, CA	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction						
Effective Date TBD							
2. REQUIREMENTS OF POSITION							
<p>Check all that apply:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required</td> <td style="width: 50%;"><input type="checkbox"/> Requires Fingerprinting & Background Check</td> </tr> <tr> <td><input type="checkbox"/> May be Required to Work in Multiple Locations</td> <td><input type="checkbox"/> Other (<i>specify below in Description</i>)</td> </tr> </table> <p>Description of Position Requirements (e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.):</p> <p>N/A</p>		<input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required	<input type="checkbox"/> Requires Fingerprinting & Background Check	<input type="checkbox"/> May be Required to Work in Multiple Locations	<input type="checkbox"/> Other (<i>specify below in Description</i>)		
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3. DUTIES AND RESPONSIBILITIES OF POSITION							
<p>IT Domains used:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><input checked="" type="checkbox"/> Business Technology Management</td> <td style="width: 50%;"><input checked="" type="checkbox"/> Information Technology Project Manager</td> </tr> <tr> <td><input type="checkbox"/> Client Services</td> <td><input checked="" type="checkbox"/> Software Engineering</td> </tr> <tr> <td><input type="checkbox"/> Information Security Engineering</td> <td><input type="checkbox"/> System Engineering</td> </tr> </table> <p>Summary Statement (Briefly describe the position's organizational setting and major functions): Under general direction of the Case Management, Information and Payrolling System (CMIPS) Project Director, the Application & Service Delivery Manager will provide technical expertise and leadership to maintain and deliver the CMIPS application that meets the needs of the In-Home Supportive Services (IHSS) program. The Service Delivery Manager will directly or through subordinate managers supervise all Application & Service Delivery Section employees.</p>		<input checked="" type="checkbox"/> Business Technology Management	<input checked="" type="checkbox"/> Information Technology Project Manager	<input type="checkbox"/> Client Services	<input checked="" type="checkbox"/> Software Engineering	<input type="checkbox"/> Information Security Engineering	<input type="checkbox"/> System Engineering
<input checked="" type="checkbox"/> Business Technology Management	<input checked="" type="checkbox"/> Information Technology Project Manager						
<input type="checkbox"/> Client Services	<input checked="" type="checkbox"/> Software Engineering						
<input type="checkbox"/> Information Security Engineering	<input type="checkbox"/> System Engineering						
Percentage of Duties	Essential Functions						
25%	Manage and supervise state and consultant staff in the Application & Service Delivery unit which includes system change management, requirements management, oversight of prime vendors system development and testing. Coordinate and oversee system development work performed by multiple organizations for the maintenance of the CMIPS application to include: the prime vendor who is responsible for the Case Management and Reporting software components; the prime vendor who is responsible for the Payroll software component; the California Department of Technology (CDT) who is responsible for on-premise infrastructure; cloud providers; interface partners; and contractors providing support services.						
25%	Manage and oversee the continuous development of the CMIPS application which entails identifying and promoting best practices/methodologies for Agile, Waterfall, and Hybrid						

	<p>Agile/Waterfall development. Responsible for overseeing system change management including impact analysis and prioritization. Oversee the change and release management processes which includes identifying and promoting best practices/methodologies for Continuous Integration and Continuous Deployment (CI/CD). Manage contractors, and State and county testing teams from development phase through each application release. Manage the state and contractor team responsible for transitioning from manual to automated test methodologies to support CI/CD. Responsible for ensuring the CMIPS application team has sufficient knowledge and training for best practices/methodology and in tools such as JIRA, Confluence, BitBucket and Test .</p>
20%	<p>Responsible for managing document oversight by ensuring system documentation and configuration management are completed and accurate. Work to minimize defects in IT products while delivering quality solutions and services. Assist the Operations Team with the review and implementation of CMIPS security plans and procedures related to application maintenance.</p>
10%	<p>Responsible for oversight of contract and project management by ensuring that the CMIPS software application continuously fulfills contract requirements and remains consistent with both State and OSI strategic directions. Provide high level technical expertise in the review of the contractor's work products and deliverables. Assign product reviews to appropriate staff and verify the quality and timely completion of staff work in meeting CMIPS project's critical deadlines and timelines. Ensure contract invoices associated with application maintenance services are accurate. Responsible for collaboration with the Technical Manager to appropriately respond to technical inquiries from federal and state control agencies and the public. Oversee all metric collection, risk analysis, and project lessons learned from each CMIPS software release, and determine process improvement information related to application maintenance and communicate this information to stakeholders and Project Director. Prepare various reports in response to control agency inquiries.</p>
10%	<p>Manage and support CMIPS executive team in setting direction, long-term strategies, and budget projections for the CMIPS application. Facilitate communications with stakeholders at all levels in relation to system changes, requirements management, system development, and testing. Provide expert technical advice and analysis on the CMIPS software application to keep OSI executives informed and for future executive decision-making.</p>
5%	<p>Perform supervisory responsibilities related to staff management and development. Develop and mentor staff to ensure skill levels meet the needs of the CMIPS Office. Evaluate necessary staff resources and training needs. Establish performance standards and expectations by conducting probationary reviews, annual Individual Development Plans, constructive intervention, corrective and disciplinary actions and training to enhance personnel growth. Establish reasonable deadlines and management and monitor staff's workload to ensure work is completed accurately and timely. Provide advice and consultation to staff on the most difficult and sensitive work issues. Grant or deny staff requests for time off ensuring the individual has sufficient leave credits available for the leave requested.</p> <p>Provide advanced business solutions to address the most critical system issues involved in sustaining a very large, very complex case management and payroll system.</p>
Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT <i>(Choose all that apply from the drop-down menus)</i>	
Standing: Infrequent (7-12%)	Sitting: Intermittent (34-50%)
Walking: Infrequent (7-12%)	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Not Applicable

Lifting: Not Applicable	Bending/Stooping: Not Applicable	
Other:		
Type of Environment: a. N/A b. N/A		
Interaction with Public: a. N/A b. N/A c. N/A.		
5. SUPERVISION		
Supervision Exercised (e.g., <i>Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates</i>) Directly – 2 Information Technology Supervisor II Indirectly – 9 Information Technology Specialist I's and 1 Student Assistant		
6. SIGNATURES		
Employee's Statement: I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement and can perform the duties outlined above without a Reasonable Accommodation.		
Employee's Name (Print)		
Employee's Signature		Date
Supervisor's Statement: I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the Employee.		
Supervisor's Name (Print) Sarah d'Eon		
Supervisor's Signature		Date
7. HRD USE ONLY		
Human Resources Division Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, 625 on file.	HR Analyst initials	Date approved
	ADF	8/4/2021
Reasonable Accommodation Unit use ONLY (completed after appointment, if needed) * If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator. List any Reasonable Accommodations Made:		

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- PROVIDE A COPY TO THE EMPLOYEE
- FILE A COPY IN THE SUPERVISOR'S DROP FILE