



# DEPARTMENT OF MOTOR VEHICLES POSITION DUTY STATEMENT

716-1414-906

**ACTIVE**

CURRENT  
 PROPOSED

1. DIVISION Information Systems Division		2. REGION OR BRANCH Enterprise Modernization Project	
3. REPORTING UNIT NAME Project Management Office/Change Management Unit		4. POSITION CITY Sacramento	
5. CLASSIFICATION TITLE Information Technology Specialist II		6. WORKING TITLE Change Management Senior Analyst	
7. POSITION NUMBER 716-1414-906		8. PREVIOUS POSITION NUMBER	
9. CBID/BARGAINING UNIT R01	10. WORK WEEK GROUP E	11. TENURE Permanent	12. TIME BASE Full Time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)?  Yes  No  
 This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

14. CPC ANALYST APPROVAL **T. Cortez-Guardado** 15. DATE APPROVED **11/10/2021**

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

### 16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES

Under the general direction of the Project Management Office (PMO), Information Technology Manager (ITM) I, the Information Technology Specialist (ITS) II manages change management activities under the purview of the Enterprise Modernization Project (EPM), Digital eXperience Platform (DXP) project. The ITS II performs duties related to IT Project Management including, but not limited to: Communications Management, Planning, Portfolio Management, Process Engineering/Reengineering, Scope Management, Stakeholder Management, and Time/Schedule Management. The ITS II will perform the more complex activities associated with the development, maintenance, and monitoring of standardized methods and procedures for the efficient and prompt handling of all changes in order to minimize the impact of change upon DMV service quality. In addition, the ITS II independently performs activities in support of the EPM and the PMO.

### 17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required  
(in descending order)

- 35% **Change Management (E)**  
 Manages and leads highly visible, critical change management information and requests for the DXP project and in support of DMV business operations and modernization. Develops implementation plans with System Integrators to communicate changes on systems and processes to the department that deliver the desired value and goals of the business. Designs, develops and manages DXP change management project documents including, but not limited to, plans, policies and procedures, manuals, training materials, status reports, meeting agendas, action items, decision logs, and schedules. Develops, implements, and maintains templates used for the IT change management activities to incorporate changes on evolving processes. Leads efforts to mitigate project related risks and issues and removes barriers so that IT activities can be performed effectively and completed in a timely manner.
  
- 30% **Project Team Support (E)**  
 Coordinates and manages project management plans and functions related to Communications Plan, Change Management Plan, Sponsor Roadmap, Stakeholder Management Plan, Schedule and deliverable management. Oversees delivery of a full range of project management activities. Monitors and evaluates team and project performance for productivity and capability. Organizes workload to accommodate changing priorities and effectively manages multiple assignments concurrently. Leads the workload of multi-disciplined staff consisting of State and contractor personnel at various levels and removes barriers to change management and project management office activities. Provides direct support and coaching on organizational change management to all levels of DMV staff as they transition to the modern DXP environment.

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- 15% **Continuous Improvement Activities (E)**  
Oversees and coordinates change management deliverables and timelines, and serves as the subject matter expert for various change management activities. Develops and updates change management processes, procedures, practices, and standards to provide guidance and expertise to team members and other staff. Conducts business process evaluation and analysis using proven business process improvement (Lean) industry methodology. Designs and implements continuous business process improvements to improve process efficiency and effectiveness. Conducts and verifies post-implementation reviews, investigates issues arising out of change implementation and makes recommendations for improvements to drive continuous improvements to the quality and efficiency of the change management process.
- 15% **Communication and Reporting (E)**  
Serves as a Change Management Liaison for the DXP Project and provides expertise and support in the utilization of the project management toolset, enabling enterprise access to project schedules, risks and issues, change control, dashboard reporting, and other project artifacts. Communicates and collaborates with both business and IT stakeholders and presents project updates to directorate and control agency level executive management. Communicates with sponsors and stakeholders regularly to effectively manage all change management levels and adjust as necessary. Escalates risks and issues to project sponsors and executive management to ensure timely resolution. Develops, implements, and executes a metrics-based strategy to deliver business value through successful project delivery. Oversees project milestones and deliverables and updates project Share Point and other project related spreadsheets and reports.
- 5% **Miscellaneous (M)**  
Mentors other project management team members in effective change project management. Makes recommendations to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements. Performs other job-related duties as required.



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### 18. SUPERVISION RECEIVED

The ITS II works under the general direction of the Project Management Office Manager, Information Technology Manager I.

### 19. SUPERVISION EXERCISED AND STAFF NUMBERS

The ITS II may operate as lead Developer Support, but does not supervise.

### 20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works indoors in an office setting, in a cubicle. Will access a computer, sit for periods of time, and attend meetings in locations throughout the division, the building, and occasionally at other locations outside of DMV.

### 21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Demonstrate experience in logical and physical database design, proficiency in Unified Modeling Language (UML) for documenting design, experience in object oriented analysis and design, and experience facilitating a constructive application design sessions, such as Join Application Design (JAD).

DMV operates 24/7. Incumbent may be required to carry a cell phone, work occasional evenings and/or weekends, or attend out of town classes or conferences.

Comply with security policies and procedures established by the data owners and the Information Security Officer. Implement the technical means to preserve the integrity and security of the department's information assets and manage the risks associated with those assets. Advise the data owners and the Information Security Officer of control vulnerabilities and recommendations for alternatives that enhance data security and integrity for existing and developing systems. □

### 22. PERSONAL CONTACTS

The ITS II communicates regularly with the Project Director, FES Project Manager, and other FES project team members. The ITS II coordinates with other ISD employees to synchronize new and legacy functionality.

Communications are by phone, email, in person, and mail. Interactions may be general, confidential, sensitive or informative.