Duty Statement
Department of Human Resources
State of California

☐ Current   ☒ Proposed

Classification Title	Division/Unit
Information Technology Manager I	Information Technology Division
Working Title	**IT Domain** (if applicable)
Project Manager	IT Project Management, Business Technology Management, Software Engineering
Position Number	**Effective Date**
363-175-1405-002	
Name	**Date Prepared**
Vacant	

CalHR Mission and Vision
The California Department of Human Resources (CalHR) is responsible for issues related to employee salaries and benefits, job classifications, civil rights, training, exams, recruitment and retention. For most employees, many of these matters are determined through the collective bargaining process managed by CalHR.

Our Vision: To be the premier leader and trusted partner in innovative human resources management.

Our Mission: To provide exceptional human resources leadership and services with integrity, respect and accountability to state departments and all current and prospective employees.

General Statement
Under the general direction of the Chief Information Officer (CIO), Information Technology Manager II (ITM II), the Information Technology Manager I (ITM I) serves as the Project Portfolio Management (PPM) Branch Chief in the Information Technology Division (ITD) to support the CIO by organizing, directing and overseeing information technology (IT) project management and enterprise initiatives. The PPM Branch Chief provides policy guidance and leadership for the Department's IT projects and establishes IT priorities which ensure new systems and IT initiatives align with the strategic plan, are planned and deployed correctly, and remain operational at optimal performance levels. The PPM Branch Chief is also responsible for providing direction and guidance on IT enterprise solutions and opportunities which further support CalHR' s programs and goals while also supporting the mission of the department.

 Duties include, but are not limited to, the following:
Job Functions
[Essential (E) / Marginal (M) Functions]:

An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100.

Percentage (%)	(E) or (M)	Job Duties
35%	(E)	**IT Portfolio and Project Management Leadership**

		• Represent and manage the Department's IT Project Management Office while serving as the chief advisor to the CIO on ITD and Department policy and the management and oversight of strategic planning and IT projects.
		• Establishes and maintains an executive level IT project focus by developing and providing technical project management expertise, guidance and advisement to the department's executives and oversight agencies.
		• Assists the CIO with leadership oversight matters and supports the operational strategic goals and missions of the Division. Establishes and maintains Department policies in support of efficient and effective enterprise architecture and project management.
		• Establishes and maintains policies, standards and best practices to protect program customer IT operations and prevent system failures.
		• Serve as a member of the ITD Leadership team and participate in the development, implementation and evaluation of the ITD's strategic plans, emphasizing IT supportive priorities aligned with Departmental goals. Establishes goals and objectives in support of the Division's strategic plan and develops action plans to ensure they are accomplished within prescribed timelines.
		• Institutionalize project management and solution delivery best practices for IT projects. Provide oversight in the preparation of project documentation, which includes Project Management Framework documentation. Examples include charters, schedules, risk assessments, communication plans, training plans, deployment plans, and project requirements.
		• Chair Information Technology Steering Committee to facilitate IT Project intake, coordination and status with Division Chiefs. Provide relevant information to CIO, Division Chiefs, IT Steering Committee and Executive so that they can make informed and timely decisions.
		• Acquire and manage IT resources in line with the department priorities as established by the governance committee and held within project deadlines. Direct the activities of staff in completing application development projects and IT service requests.
		• Review projects and service requests and recommend project and service request priority.
		• Coordinate with Division management and Project Sponsors to resolve resource conflicts and implement changes in resource usage as necessary.
		• Assign projects to work units and resources. Monitor project progress within the portfolio, report project status and take corrective action as necessary. Manage and direct the activities of an information technology staff responsible for developing, enhancing, and maintaining automated systems in support of the IT project initiatives.

		• Implements and monitors IT project oversight for large-scale statewide IT projects to ensure successful outcomes. • Ensure all IT projects work to adhere to departmental standards, the project management framework, and maintain system security standards. • Conduct formal presentations to project team members, Division Management, Executive Management, and other departments as required. • Participate with the CIO in CalHR and SPBs planning, information sharing, and visioning. • Remains current on related IT advances, best practices and state laws and guidelines.
30%	(E)	**IT Strategy and Operations** • Support CIO in establishing goals and objectives in support of the Division's strategic plan and develop action plans to ensure they are accomplished within prescribed timelines. • Maintain the Department's IT strategic direction and management strategies consistent with the State Strategic Plan and State IT guidelines. • Organize IT staff and work for optimum outcomes utilizing management control systems and performance targets. • Develops and implements planning policies, standards and tools to ensure incoming workload is accepted, assigned, scheduled, monitored, tested and delivered on time, within budget and in alignment with customer requirements. • Implements and monitors efficient procurement best practices to ensure equipment standardization, customer service excellence, and best practices and best use of available funding. Oversee vendor contract negotiations and contracting activities. • Develop, implement and monitor innovative customer service and support strategies while complying with State IT policies and guidelines. Provide oversight in the development of policy and programs related to IT while ensuring compliance with state laws and policies, including IT governance. • Establish policy and governance models that will determine IT projects prioritization and compliance with both IT and program policies that aligns with department strategic objectives. Collaborate with the California Department of Technology (CDT) and Agency to facilitate CalHR portfolio visibility, including planning and coordinating related meetings, presentations, briefings and reports. • Develop and implement planning policies, standards and tools to ensure incoming workload is accepted, assigned, scheduled, monitored, tested and delivered on time, within budget and in alignment with customer requirements. • Oversee staff that perform impact analysis on proposed legislation with an IT component, perform research related to

		technology trends and best practices, and develop strategic plans aligned with business and organizational goals. • Collaborate with outside agencies in statewide deployments and initiatives. • Provide general supervision and coordination of staff, hire and develop employees through training and performance review reports, and conduct meetings with various staff and internal and external customers.
20%	(E)	**Software Engineering** • Ensure software design standards are established for all software applications. • Ensure documentation of analysis and specifications using best practices/methodologies are utilized to develop detailed software designs. • Ensure the program, documents, testing and maintenance of software is conducted in accordance with departmental requirements and standards.
15 %	(E)	**Project and Application Development Support & Analysis** • Serve as the primary contact for project stakeholders that include other state departments and agencies, as well as the public. • Review and provide guidance on legislative bill analysis and evaluate impact to project resources. • Set and enforce project standards, development and maintenance standards for quality.

Supervision Received
The Information Technology Manager I (ITM I) reports directly to and receives the majority of assignments from the Department's CIO however, direction and assignments may also come from other senior team members.

Supervision Exercised
The Information Technology Manager I (ITM I) supervises: Information Technology Specialist (ITS I) Project Manager/Business Analysts and Information technology Associates (ITA)

Special Requirements / Desirable Qualifications
• Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills.
• Ability to plan, organize, facilitate, and coordinate multiple projects operating under strict guidelines and timeframes.
• Strong leadership and management team experience demonstrating an ability to create clear goals and expectations, encourage leadership, use sound judgement in managing complex and varied programs.

Working Conditions
The duties of this position are performed indoors. The employee's workstation is located at 1515 "S" Street building and is equipped with standard or ergonomic office equipment, as appropriate. Travel may be required to attend meetings or training classes.

Include information on travel, overtime, and environmental factors. Describe physical tasks performed, operating machinery or equipment, ability to lift, etc.

Attendance

Must maintain regular and acceptable attendance at such level as is determined at the Department's sole discretion. Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

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 RA Coordinator.)

*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

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

Supervisor Signature	Supervisor Printed Name	Date