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| **Position Information** |
| Civil Service Classification  | Working Title  |
| Information Technology Manager II | Business Intelligence Branch Chief |
| Employee Name  | Position Number |
|  | 803-395-1406-xxx |
| Project/Division Name | Supervisor’s Name |
| Health Information Management Division | Mike Bhatt |
| Branch/Section/Unit | Supervisor’s Classification |
| Business Intelligence Branch | CEA  |
| Physical Work Location | Duties Based on: |
| 1700 K Street, Sacramento, CA 95811 | [x]  Full Time [ ]  Part Time - Fraction  |
| COI Classification:  | Revision Date: |
| [x]  Yes [ ]  No | 6/27/2022 |
| Duties and Responsibilities of Position |
| IT Domains used: |
| [x]  Business Technology Management[ ]  Client Services[ ]  Information Security Engineering | [x]  Information Technology Project Management[ ]  Software Engineering[ ]  System Engineering |
| 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.Summary Statement: Under the administrative direction of the Division Chief, Health Information Management Division (HIMD), CEA, the Information Technology Manager II (ITM II) serves as the Business Intelligence Branch (BIB) Chief, HIMD, Enterprise Data and Information Management, Department of Health Care Services (DHCS). The BIB Chief is responsible for providing enterprise business intelligence-related services that support decision-making and are used to improve organizational success. The BIB Chief oversees the Department’s business intelligence efforts to improve business performance and to support decisions at every level of the DHCS enterprise from strategy to implementation. The primary responsibilities are enterprise oversight of business intelligence products, such as data visualization using interactive dashboards, Geographic Information Systems (GIS) mapping, automation of Excel interfaces of static reports, and development of reporting measures for data being used within DHCS.The BIB Chief is responsible for maintaining enterprise business intelligence management processes, policies, and standards; directs Section and Unit work; establishes goals, objectives, and priorities; develops, manages, and mentors staff; provides subject matter expertise between projects, governance committees, and various programs; drafts, reviews, and approves state and federal budgetary documentation; manages BIB contracts and contract staff; and, facilitates future procurement efforts.Supervision Received: The ITM II receives broad administrative and policy direction established by the Division Chief, HIMD (CEA), and the Chief Data Officer (CDO), Deputy Director of the EDIM.Supervision Exercised: Directly supervises two (2) Information Technology Manager I (ITM I). Indirectly supervises two (2) Information Technology Supervisor II, three (3) Information Technology Specialist II, two (2) Information Technology Specialist I, and one (1) Information Technology Associate and contracted staff.Description of Duties: The BIB Chief is responsible for managing, directing, and controlling measure specification development and data visualization activities and work efforts in alignment with the department’s business goals and objectives. The BIB Chief is responsible for enterprise-wide business intelligence products from initiation to delivery, project-related procurement and contract management oversight, and initiation of business cases. The BIB serves as the primary liaison for business intelligence products and establishes standards and Data Management Book of Knowledge (DMBoK) best practices to be followed in the management of all department-impacted projects. The BIB Chief advises the Deputy Directors, Division Chiefs, management, and staff on matters related to business intelligence planning and delivery. |
| **Percentage of Duties** | **Essential Functions** |
| 30%30%25%10% | **Business and Program Support Management Activities:**Directs, plans, and supervises the work of the ITM I in the Business Intelligence Planning Section (BIP) and ITM I in the Business Intelligence Delivery Section (BID). Provides oversight to BIP work that assists the department in meeting requirements of the business analysis and measure specification reporting for business intelligence products. Works with the team of state staff and contractors to support DHCS programs and systems across the department to develop and maintain reporting measures necessary to support business needs. Formulates, analyzes, and makes recommendations on the impact of legislation and plans for its implementation in alignment with State, departmental, and other applicable government policies and regulations. Directs, plans, and supervises the work of BID which collects data from internal and external stakeholders for visualizing data of DHCS programs. Works with the team of state staff and contractors to monitor and oversee the analysis of business problems and opportunities, requirements definition, resource estimation and scheduling, and prioritization of design activities that support processes to improve the efficiency and accuracy of business intelligence activities. Develops and maintains procurement-related statistical reports to meet external reporting requirements in accordance with state regulations and policies. Facilitates data-related strategic planning sessions and workshops.**Business Intelligence Policy and Planning:** Provides leadership in the development and implementation of business intelligence policies, standards, processes, and procedures governing the design, development, implementation, maintenance, and advancement of the department’s business intelligence enterprise services. Works with programs, data teams, data owners, and Enterprise Technology Services (ETS) teams to align to CMS’ reporting requirements. Provides leadership for staff to follow and leverage the federal, state, and/or national standards. Collaborates with internal and external stakeholders to establish standards where none exist. Supports all DHCS and California Health and Human Services Agency (CalHHS) goals, including responsibility for supporting staff involved in planning, directing, and coordinating the integrated data tasks and activities of business, informatics, and technology across DHCS. **Business Intelligence Operations:** Acts as the principal advisor to the HIMD Chief on business intelligence policy, issues, and risks. Provides project management leadership, including monitoring DHCS compliance with data reporting policies and rules. Coordinates activities related to the Project Approval Lifecycle (PAL) process with ETS’ Enterprise Project and Portfolio Management Branch (EPPMB) for projects with data components. Provides Branch support to budget processes including authoring business intelligence-related Business Change Proposals and Advanced Planning Documents. Controls the scope of projects implementing Business Intelligence standards through oversight of planning, portfolio management, process engineering/reengineering, issues and risk management, resource management, communications management, contracts and procurement management, integration management, quality management, time and priority management, stakeholder management, and organizational change management processes. Prepares for and participates in key internal and external stakeholder meetings, as appropriate, to help build consensus among attendees including management and staff from DHCS and other departments, agencies, and counties. Works closely with the Center for Data Insights and Innovation with respect to the CalHHS use of geocoding and mapping applications, standards, and processes related to data visualizations. Provides support for HIMD Chief when required to testify before committees, control agencies, review boards, and/or the legislature. Assists with metric collection and project portfolio analysis, project risk analysis, and project lessons learned collection and improvements. Coordinates work with control agencies to comply with state administrative requirements.**Organization Development Activities:**Hires, develops and retains highly skilled, experienced and professional employees throughout the branch by working with Section Chiefs to outline performance expectations, establish vision and direction, and provide guidance and evaluate work products toward continuous improvement. Effectively administers performance appraisal processes to ensure employees receive ongoing coaching, timely feedback and fair and accurate evaluations. Ensures effective employee development through identification of training needs throughout the branch, employee career development planning and the provisioning of appropriate training. Leverages recognition mechanisms as appropriate. Provides leadership and direction to the staff in workload management. Recruits, trains, and evaluates subordinate staff; meets DHCS Equal Employment Opportunity (EEO) objectives; sets expectations and prepares reports of performance and employee development appraisals; and determines training needs. Creates and implements organizational transformation strategies that maximize employee engagement and minimize employee resistance. |
| **Percentage of Duties** | **Marginal Functions** |
| 5% | Performs other duties as required. Periodically act/serve as the HIMD Division Chief. |
| **LEVELING FACTORS: N/A** |
| **Knowledge** |  |
| **Scope and Effect** |  |
| **Complexity** |  |
| **Personal Contact** |  |
| **Purpose of Contacts** |  |
| **Guidelines** |  |
| **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 Duty 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 Duty Statement to the Employee. |
| Supervisor’s Name (Print)  |
| Supervisor’s Signature Date |