DUTY STATEMENT

Class Title	Position Number
Information Technology Specialist III, Lead Product Owner	802-362-1415-00x

COI Classification
☒ Yes   ☐ No

Unit

Section

Branch
Product

Division
Medi-Cal Enterprise Systems Modernization

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.

Job Summary: Under the broad administrative direction of the Product Branch Chief, an Information Technology Manager II, Medi-Cal Enterprise Systems Modernization Division (MESMD), Enterprise Technology Services (ETS), the Information Technology Specialist III (ITS III) serves as the Lead Product Owner for products managed by MESMD. This position serves as a complement to the Lead Product Manager position. While the Lead Product Manager ensures consistent application of quality product management practices across the MESMD Portfolio of Products, the Lead Product Owner is responsible to ensure consistent application of quality product ownership practices across the MESMD products portfolio.

The MESMD Product Branch manages product business discovery, requirements gathering, prioritization, and stakeholder relationships for ETS applications and modernization projects such as MedCompass, Federal Draw and Reporting (FDR), California Automated Recovery Management (CalARM), and Behavioral Health Modernization (BHM). The incumbent will act as Lead Product Owner of the MESMD portfolio exercising expert knowledge of all MESMD product ownership processes including supporting continuous discovery, design, and implementation of functionality for the MESMD enterprise portfolio. The incumbent will also advise in the development and management of the enterprise level product roadmap for these efforts. The incumbent will lead IT Product Owners in IT activities exercising expert knowledge in approved product ownership strategies, approaches, processes and tools to deliver quality applications. The incumbent will exercise expert knowledge and assist in product planning and execution using Agile and Kanban Methodologies. The incumbent will perform expert-level product reviews, ensuring continuous alignment to enterprise product goals and the enterprise product roadmap. The incumbent will create and manage intra-divisional collaboration to support consistent, quality practices across all of ETS, through facilitating a Center of Excellence for Product Ownership regular meeting cadence and a skills-development curriculum.

The incumbent will plan, organize, and lead the activities of multi-disciplinary teams responsible for implementing the product approach and product delivery for the Division's portfolio of modernization products. The incumbent will develop, communicate, measure and improve the organization's product approach and product delivery processes. Product Branch is comprised of IT professionals in various classifications and vendors, who are responsible for the management and delivery of MESMD products within an Agile framework and using a set of Agile tools such as, but not limited to, the Atlassian suite. The ITS III must have experience delivering in an agile product ownership environment, including experience product planning, release planning and developing Product Roadmaps.

The incumbent establishes the appropriate product level goals and objectives that align with IT key initiatives, and develops operational plans according to business priorities and within budget to accomplish the overall MESMD vision and mission. Provides organizational leadership to effectively deliver solutions that support MESMD project management, product planning, product design and discovery, product development and delivery, product implementation, daily business operations, and implement continuous process improvements for MESMD enterprise solutions.

The Department of Health Care Services (DHCS) is the designated single state agency responsible for administering California's Medi-Cal Program. Medi-Cal is California's Medicaid program. Medi-Cal is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women and low income people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Medi-Cal is financed equally by the state and federal government. The Medi-Cal program spans across multiple California Health & Human Services departments and DHCS defines California's Medicaid Enterpise System (MES) as the collection of systems and other technical components used by the business processes in the management of the enterprise. MES projects and systems outside of the department include but are not limited to the California Statewide Automated Welfare System, State Hub, Case Management, Information and Payrolling System and the California Healthcare Eligibility, Enrollment and Retention System.

Supervision Received: Under the broad administrative direction of the Product Branch Chief, an Information Technology Manager II.

Supervision Exercised: None.

Domain: IT Software Engineering, IT Business Technology Management, IT System Engineering

Percent of Time   Essential Functions

50%   Delivery of Product Roadmaps, Product Backlogs, and Product Quality

- Supports development and execution of strategies for continuous discovery, design, and implementation of functionality for the MESMD enterprise portfolio. Consults in development and management of the MESMD Portfolio Product Roadmap. Provides expert knowledge of the portfolio product plans and understands the status of the many components, systems and processes that are part of the MESMD portfolio. Develops, communicates, measures and improves the organization's product ownership approach and product delivery processes, including backlog creation, prioritization, and release planning. Establishes the appropriate enterprise-level product quality goals and objectives that align with ETS information technology key initiatives.

- Develops and implements a Product Owner Center of Excellence that provides for training, mentorship and coaching to ensure consistent and quality product ownership practices across the organization according to business priorities and within budget to accomplish the overall Medi-Cal Enterprise Systems Modernization vision and mission. Monitors and assures the quality of user story and epics development, user acceptance testing practices, acceptance criteria development, evaluation of story completion, minimum viable product definition, and release readiness across the Division's Portfolio of product development projects. Leads IT managers and staff in activities that support excellence in product development, while exercising expert knowledge in approved agile product ownership strategies, approaches, processes and tools to deliver quality applications.

- Provides organizational leadership to effectively deliver solutions that support MESMD project management, product planning, product design and discovery, product development and delivery, product implementation, daily business operations, and implement continuous process improvements for MESMD enterprise solutions.

25%   Communication and Analysis

- Conducts analysis, completes reviews, writes reports, develops talking points, makes recommendations; and, develops and gives presentations related to IT product ownership approaches, outcomes, findings, trends and best practices. Performs expert-level product reviews, ensuring continuous alignment to MESMD product goals and the MESMD product roadmap. Conducts analysis of product delivery and success at achieving product goals and desired outcomes for business owners and users.

- Engages with users, stakeholders, and executives through a range of channels to understand user needs for the product. Identifies, documents, and executes the product design, discovery, management, and implementation strategy for MESMD products. Validates product fit, promotes the product management strategy, and encourages acceptance and use of the product by the business. Facilitates regular meetings to ensure appropriate and adequate product communications across all teams.

- Demonstrates highly effective oral and written communication, including experience communicating with executives and stakeholders about the product strategy and status and communicates the Vision and Goals during product planning events and ceremonies.

20%   Product Management and Product Ownership Support and Oversight

- Serves as the Product Manager/Owner as needed for projects that require additional product management or product ownership support as a new Product Manager/Product Owner comes up to speed or in case of vacancy.

- Works with the Lead Product Manager to integrate expectations for Product Manager/Owners to ensure the most effective and functional balance of the product management/product ownership responsibilities for each specific product.

- Participates in performance evaluation of Product Manager/Owners and documents and advises Product Manager/Owner supervisor or manager of performance concerns.

Percent of Time   Marginal Functions

5%   Other Duties

Other duties as required.

Employee's signature	Date
Supervisor's signature	Date