DEPARTMENT OF MOTOR VEHICLES
POSITION DUTY STATEMENT

716-1405-004

ACTIVE

☐ CURRENT
☒ PROPOSED

1. DIVISION Information Systems Division	**2. REGION OR BRANCH** Enterprise Modernization Project Branch
3. REPORTING UNIT NAME Project Management Office	**4. POSITION CITY** Sacramento
5. CLASSIFICATION TITLE Information Technology Manager I	**6. WORKING TITLE** Manager, Modernization Project Management Office
7. POSITION NUMBER 716-1405-004	**8. PREVIOUS POSITION NUMBER** 716-4802-001

9. CBID/BARGAINING UNIT	10. WORK WEEK GROUP	11. TENURE	12. TIME BASE
M01	E	Permanent	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 APPROVA T. Cortez-Guardado	**15. DATE APPROVEI** 1/10/2022

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 general direction of the Modernization Section Manager (ITM II), the Information Technology Manager (ITM) I is responsible for planning, organizing, staffing, directing, and controlling all operations within the Modernization Project Management Office (MPMO). The ITM I oversees the Modernization Project Management teams, including the Project Management Unit, Contract/Vendor Management Group, Change Management and Release Management.

The ITM I will perform duties related to the Business Technology Management domain including Policy and Program Development, Budgeting and Procurement and Purchasing, Contract Administration, and IT Strategic Planning. The ITM I will also perform duties related to the Information Technology Project Management including Communications Management, Human Resource Management, Planning, and Procurement Management.

17. ESSENTIAL/MARGINAL FUNCTIONS

Relative % of time required
(in descending order)

30% **Modernization Program Management Office (E)**

Manages and directs the activities of the Modernization Project Management Office (MPMO), including building effective, collaborative, high-performing teams and mentoring internal team members. Through subordinate managers, provides guidance, leadership and oversight of contract and vendor management for modernization projects, procurement efforts, and contract deliverables. Organizes staff workload to accommodate changing priorities, manages multiple assignments concurrently, and sets priorities for the office. Develops and implements sustainable project management practices and policies to support modernization efforts.

25% **Manage Projects (E)**

Oversees projects impacting the DMV systems. Guides the development of plans and artifacts to obtain internal and external project approval. Controls allocated budgeted funds and staff resources to carry out projects, and responsible for resource management and resource conflict resolution for assigned projects. Provides managerial oversight for staff who support the systems to ensure projects are accomplished on schedule and within budget to the specification of business users. Ensures the required process for project is supported and provides associated documents and approvals. Ensures compliance with the complete range of System Development Life Cycle (SDLC), Change Management, Enterprise Project Management, Workflow Framework, and similar processes and tools. and Participates in vendor and consultant procurement and selection process. Assists with project risk analysis and project lessons learned collection and improvements. Prepares Post Implementation Evaluation Reports.

Strategic Planning (E)

15% Facilitates IT strategic planning and sessions. Promotes the department's strategic plans with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost effective IT services, and solutions for our business partners. Formulates, reviews, analyzes, and provides guidance on legislative bill analysis and evaluates impact to systems and resources. Creates and provides policy and procedural guidelines to subordinate staff and user to ensure compliance and State regulations, policies, procedures relative to planning and administering IT projects and activities. Advises and provides recommendation to department administrators and program managers on the applicability and effectiveness of state-of-the-art information technology alternatives to meet ongoing business requirements.

10% **Communication and Working Relationships (E)**

Develops and maintains effective communication and working relationships within the department, contract and vendor representatives, State control agency administrators, governmental entities, and outside stakeholders. Assumes required public contact with groups, vendors, and individuals. Represents the department and communicates at meetings and conferences.

Administrative (E)

10% Ensures subordinate staff comply with all of the Department's policies, office standard operating procedures and protocols. Monitors and evaluates performance for productivity capability and development. Resolves discipline and grievance issues. Makes decisions and recommendations concerning personnel hiring and training. Participates in workforce planning, budgeting, and succession planning.

Miscellaneous (M)

10% Advises and provides 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 research, exploration for potential growth and development of office programs, processes, and services. Performs other job-related duties as required.

18. SUPERVISION RECEIVED

The ITM I is under general direction of the Modernization Section Manager (ITM II).

19. SUPERVISION EXERCISED AND STAFF NUMBERS

Through subordinate Supervisors, the ITM I manages state staffing, which includes the classifications of ITS I, and IT Associate. The ITM I directly supervise highly specialized consultants including technical architecture consultants and technical support consultants. The ITM I also manages and oversees the activities performed by vendor information technology professional staff, which includes their managers, senior architects, senior and staff level developers and analysts as well as testers and other technical support professionals.

20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works in an office setting in artificial light and temperature control. Sits in a cubicle, primarily sedentary for extended periods of time. Operates a personal computer, telephone, fax machine, copier and other office equipment. Incumbent gives presentations and participates in meetings, conferences and workshops. Communicates with internal and external customers via e-mail, telephone or in person. Attends meetings on HQ campus and off campus.

21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Demonstrated experience and technical expertise related to managing large scale IT projects, vendor and contract management, risk management, and change management.
Ability to communicate ideas and information effectively both orally and in writing; provide clear and concise presentations to targeted audiences; as "subject matter expert" on behalf of the Department; effectively perform and direct multiple, high priority projects simultaneously; reason logically and creatively to take appropriate actions; establish and maintain priorities; gain and maintain the confidence and cooperation of others.
Personnel with responsibilities that include Operations functions, such as patching systems for security and/or performance, will comply with all policies, procedures, and standards for operational effectiveness. Adhere to departmental standards for data back-up, recovery, integrity, control, and management.

22. PERSONAL CONTACTS

Interacts and communicates with departmental management, technical staff, control agencies, business users, vendors and external entities by phone, e-mail, in person and mail, as needed to coordinate problem solving and ensure conformity of methods and practices to influence, motivate, persuade, provide oversight and lead individuals or groups. Interactions may be general, confidential, sensitive or informative in nature.