

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

VACANT

CLASSIFICATION:

Information Technology Manager II

POSITION NUMBER:

800-700-1406-002

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

INFORMATION SYSTEM DIVISION

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

Statewide Verification HUB Bureau

SUPERVISOR'S NAME:

Chad E Crowe

SUPERVISOR'S CLASS:

C.E.A. (B)

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

Fingerprinting clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

SUPERVISION EXERCISED *(Check one)*:

- None                       Supervisor                       Lead Person                       Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

Position directly supervises one (1) IT Manager I, six (6) IT Specialist II's, and two (2) IT Specialist I's.

Total number of positions for which this position is responsible: 9

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

## MISSION OF ORGANIZATIONAL UNIT:

Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:

- effectively managing information systems and equipment;
- planning, communicating and implementing responsible information technology policies and solutions; and,
- sharing and transferring information technology knowledge and tools.

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**CONCEPT OF POSITION:**

The IT Manager II (ITM II) is under the administrative direction of the Deputy Director, C.E.A. (B), within the Information Systems Division (ISD) and is the manager, responsible for the Statewide Verification HUB (SVH) Bureau. This position also serves as the Project Director over the SVH and CalSPARK projects. This position is responsible for the overall management of the project teams, providing leadership and directions, and is the primary point of contact for official communications with State, local, federal and private sector executive-level stakeholders, the team, executive management and control agencies.

**A. RESPONSIBILITIES OF POSITION:**

25% Provides leadership and strategic direction to the project team, vendors and consultant staff to ensure project and organizational objectives are accomplished through effective project management. Plans, directs and oversees the SVH and CalSPARK projects and ensures deliverables and functionality are achieved as defined in the project charter, funding documentation and subsequent project plans. Ensures mission critical program requirements are properly addressed. Negotiates with executive-level decision makers on issues of critical importance to system success. Supports CDSS technical enterprise, governance and portfolio management reporting. Adhere to all State and CDSS IT security and privacy requirements. Work collaboratively with the Automation, Integrity and Client Initiatives (AICI) Branch to ensure customer relationships are well maintained and communications are developed which support positive client interactions and ensure successful project outcomes are achieved.

25% Manages and approves the project schedule and master project plan to ensure the system meets the needs of the project sponsors and stakeholders. Ensures system build and/or maintenance deliverables are delivered timely within budget and scope. Direct, monitor and authorize project management activities which includes, communication, project scheduling, system requirements, and issue and risk management. Approve contract deliverables. Review and approve invoices and key project deliverables such as planning documents, business requirements, interface specifications, system design and implementation plans. Implements the processes for review/approval of the deliverables defined in the State's IT Project Oversight Framework.

15% Ensures effective management of all resources assigned to the project including, state staff, vendor and consultant staff. Provides direct management and supervision of the project prime vendor, and a variety of support consultants. Manages contractor performance, approves work products and deliverables from project team, prime vendor, support consultants and interfacing agencies. Ensures that contractor proposals are consistent with State technical, business and policy requirements.

15% Serves as the primary liaison between the SVH and CalSPARK projects and project sponsors, stakeholders, governance committees and advocacy groups. Provides project progress and escalates decisions and issues as needed. Serves as the central point of external communications and coordination for the project. Provides strong advocacy for the project with external stakeholders, State government and the public. Represents the State of California and Department at statewide and national conferences and meetings. Effectively communicates with and develops and maintains excellent working relationships with a diverse group of stakeholders to ensure project status and strategic direction is shared and project-related interests are protected and met.

10% Responsible for addressing issues of a wide variety of management and executive stakeholders at the local, State and federal levels. Officially represent the SVH project in executive meetings.

5% Perform various supervisory responsibilities related to staff management and development. Evaluate necessary staff resources and training needs. Establish performance standards and expectations by conducting probationary reviews, annual Individual Development Plans, constructive interventions, corrective and disciplinary actions and training to enhance personnel growth. Provides advice and consultation to staff on the most difficult and sensitive work issues.

5% Perform other duties as assigned.

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B. SUPERVISION RECEIVED:

The ITM II is under the administrative direction of the Deputy Director, CEA B.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITM II is responsible for providing the highest level of project management supporting the assigned projects for the Information Systems Division which includes administrative responsibilities related to personnel management, budget, contract development and management and organizational support activities.

D. PERSONAL CONTACTS:

The ITM II has contact with executive leadership, staff at all levels of the department, other departments and control agencies, e.g., California Health and Human Services Agency, Department of Finance, Department of General Services, Department of Health Care Services, Office of Systems Integration, Federal Agencies, California Department of Technology and local government organizations and stakeholders. The ITM II also meets regularly with vendors and contractors and supports successful service procurements.

E. ACTIONS AND CONSEQUENCES:

The ITM II is responsible for extensive knowledge of IT policy, standards, processes and procedures, and working with customers and IT colleagues to identify business problems, opportunities and solutions to advance business programs. The incumbent must exercise good judgment, analyze problems and take appropriate actions. Failure to perform due diligence and exercise good judgment would have an adverse impact on the ability of the ISD to deliver successful information technology projects that support the business and on the branch to provide knowledgeable, informed recommendations to the CDSS for effective use to technology.

This position requires the incumbent maintain consistent and regular attendance. Inconsistent attendance would shift workload to other employees and negatively impact the quality and time line of projects.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position is subject to fingerprinting and criminal record clearance by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Ability to communicate complex technical and business process risks and issues to executive level staff. The following are desirable: CBAP and/or PMP certification or eligibility, certified Project Management Professional, knowledge and experience in Agile Process training and CSM or PMI-ACP certified.