

DUTY STATEMENT

1. POSITION INFORMATION	
Civil Service Classification Information Technology Manager I	Working Title Chief, Enterprise Infrastructure
Employee Name Vacant	Position Number 791-730-1405-001
Project/Division Name CalHEERS Project	Supervisor's Name Vacant
Unit Enterprise Infrastructure	Supervisor's Classification Information Technology Manager II
Physical Work Location 2329 Gateway Oaks Dr., Ste 100, Sacramento, CA 95833	Duties Based on: <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time - Fraction Click here to enter text.
Effective Date Click here to enter text.	
2. REQUIREMENTS OF POSITION	
<p>Check all that apply:</p> <p><input checked="" type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check</p> <p><input type="checkbox"/> May be Required to Work in Multiple Locations <input checked="" type="checkbox"/> Other (<i>specify below in Description</i>)</p> <p>Description of Position Requirements (e.g., the position may move from project to project upon business need, managing staff at an alternate location, graveyard/swing shift, frequent travel, etc.):</p> <p><i>The statements contained in this job description reflect general details as necessary to describe the principal functions of this position. It should not be considered an all-inclusive listing of the work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload. The incumbent must be flexible and adaptable to changing priorities and direction. Minimal local travel may be necessary.</i></p>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
<p>IT Domains used:</p> <p><input checked="" type="checkbox"/> Business Technology Management <input type="checkbox"/> Information Technology Project Management</p> <p><input checked="" type="checkbox"/> Client Services <input checked="" type="checkbox"/> Software Engineering</p> <p><input checked="" type="checkbox"/> Information Security Engineering <input checked="" type="checkbox"/> System Engineering</p>	
<p>Summary Statement (Briefly describe the position's organizational setting and major functions):</p> <p>Under the general direction of the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS) Information Technology Manager II, this position manages a group of IT Specialists and state consultants to ensure the CalHEERS Project architecture fits within the state's overall architecture strategy and meets the needs of the state, counties and other stakeholders. Duties may include access to information systems containing protected enrollee information, including federal tax information protected health information, and personally identifying information.</p>	
Percentage of Duties	Essential Functions
35%	<p>Manage and direct the Enterprise Infrastructure team, consultants, and system integrator (SI) with responsibility for and participation in the oversight of the operations and maintenance of the CalHEERS system.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> Oversight of SI operations, development, implementation, and maintenance of the systems, systems reporting and monitoring tools ensuring service level agreements are on target with overall performance contractually, and general conformance with industry standards and guidelines. Own, perform, develop, and ensure that SI daily operational services adhere to industry best practice ITILL methodologies (Incident, Problem, Change, and Release Management), ensuring the state receives high levels of availability in all environments within the CalHEERS system Own, communicate, coordinate, and facilitate technical incident resolutions. Own, communicate, coordinate, and facilitate technical problem workarounds, fix, and resolutions. Manage the change and release management process to ensure compliance with state needs.

30%	<ul style="list-style-type: none"> Perform general oversight, leadership, and guidance to SI daily operations that includes process improvements, collaboration, communication, and service quality levels accountability that is in SI the contract. <p>Supervise and participate with the CalHEERS project in the system development life cycle ensuring a solid IT governance of infrastructure management, applications systems management, and security management. Responsibilities include:</p> <ul style="list-style-type: none"> Provide oversight of the system development life cycle that includes requirements gathering, design sessions, build, development, system test, implementation, support in the development and production environments, and the middleware software of the CalHEERS applications and systems. Ensure that the SI is accountable for functionality and infrastructure designs that does not utilize best practices and industry standards. Ensure the current contractual obligations and performance requirements are aligned with new and existing change request. Perform project management duties and functions working directly with state sponsor, partners and counties in the delivery of the health care exchange services for the State of California. Assess the existing systems and facilities capacity needs, identify technology constraints, and opportunities. Supervise and participate in the requirements, design, reviews, testing, and implementation activities of the CalHEERS system. Provide clarification and communication about CalHEERS technical, functional, and non-functional requirements. Coordinate and participate in the most complex system integrations and maintenance of the CalHEERS environments. Perform oversight, management, coordination, and resolution strategy for CalHEERS defects throughout its life cycle. Research published information technology standards, guidelines, and studies. Ensure CalHEERS security is in alignment with federal and state regulations. Review, analyze, define IT related federal, state, and legislative mandates, automated system objectives, and audit report findings into systems requirements.
15%	<p>Provide leadership to employees directly reporting to this position.</p> <ul style="list-style-type: none"> Establish program priorities and objectives, ensure appropriate staffing within the Unit, promote professional development and succession planning, respond to staff concerns, and address performance issues. Hire, evaluate, train, motivate, discipline, and otherwise manage employees under direct line of supervision. Promote the department's Equal Employment, American's with Disabilities Act, and other personnel practices and policies to maintain standards that promote a work environment free from discrimination, harassment, retaliation, and unprofessional conduct using knowledge of policies and procedures and communication skills on an on-going basis. Provide input into Unit development and represent CalHEERS in meetings with stakeholders as appropriate.
15%	<p>Remain current on programmatic, research and development, standards and best practices, to ensure continued and consistent assistance to the sponsors and stakeholders; lead and support intra- and inter-department/agency collaboration; coordinate with the management team on prioritizing and directing team resources to provide the highest service levels and customer service. Oversee the program requests for services and advises management on the impact or the potential impact. Ensure project scheduling and management information reports are accurate and timely.</p>
Percentage of Duties	Marginal Functions
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT <i>(Choose all that apply from the drop-down menus)</i>			
Standing: Infrequent (7-12%)	Sitting:	Frequent (51-75%)	
Walking: Occasional (13-25%)	Temperature:	Temperature Controlled Office Environment	
Lighting: Artificial Lighting	Pushing/Pulling:	Not Applicable	

Lifting: Not Applicable	Bending/Stooping: Not Applicable	
Other: Exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time-critical deadlines; must be flexible to work long hours, days/nights, weekends and select holidays as needed and especially during peak periods; appropriate dress for the office environment.		
Type of Environment: a. Select b. Select		
Interaction with Public: a. Select b. Select c. Select.		
5. SUPERVISION		
Supervision Exercised (e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates) Directly – 1 IT Supervisor II; 3 IT Specialist II Indirectly – 3 IT Specialist I		
6. 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	
7. HRD USE ONLY		
Human Resources Division Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines.	HR Analyst initials	Date approved
<input type="checkbox"/> Exceptional allocation, 625 on file.	CR	11/22/2022
Reasonable Accommodation Unit use ONLY (completed after appointment, if needed) * If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation form and submit to Human Resource Division (HRD), Reasonable Accommodation Coordinator. List any Reasonable Accommodations Made: <i>Click here to enter text.</i>		

**** AFTER SIGNATURES ARE OBTAINED:**

- SEND THE ORIGINAL DUTY STATEMENT TO HRD TO FILE IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE (OPF)
- PROVIDE A COPY TO THE EMPLOYEE
- FILE A COPY IN THE SUPERVISOR'S DROP FILE