

**STATE OF CALIFORNIA
DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT
DUTY STATEMENT**

EMPLOYEE NAME	CLASSIFICATION	POSITION NUMBER
Vacant	Information Technology Supervisor II (ITS II)	016-190-1404-001
DIVISION	UNIT	EFFECTIVE DATE
Administration	Information Technology Services – Enterprise Project & Portfolio Management Office	TBD

SUMMARY OF RESPONSIBILITIES

Under the general direction of the Chief Information Officer, the Information Technology Supervisor II (ITS II) serves as CSD's Chief of the Enterprise Project and Portfolio Management Office (EPPMO) in a key role aligning CSD's strategic goals and objectives with decisions regarding IT products and services, partners and vendors, capabilities, and key business and IT initiatives.

As the Chief of the EPPMO, the incumbent directs project management, business analysis, procurement and vendor management, operational strategies, governance, general IT policies, and program support activities. The incumbent will have responsibility for planning, managing, staffing, and overseeing the work of the EPPMO. The incumbent will plan, organize, lead, and direct the activities of a multi-disciplinary staff responsible for providing a variety of services that are vital to the successful implementation and ongoing support of CSD projects and initiatives. Services include, but are not limited to, project and portfolio management, including managing the Project Approval Lifecycle (PAL) process, cost management, organizational change management, resource management, risk and issue management, project communications and reporting, vendor management, project oversight, managing lessons learned, contract management, procurement of goods and services, budget development and management, and governance across all IT projects and other responsibilities, as assigned. The incumbent must maintain confidentiality of information acquired while performing job duties, demonstrate ethical behavior and work cooperatively with others. The incumbent will formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, departmental, and organizational policies and procedures related to state information technology operations; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex

business processes and customer requirements to ensure new technologies, architectures, will meet their needs.

The incumbent will perform all functions in the role of overseeing the EPPMO in the Information Technology Division. The EPPMO is the organizational group that provides project and portfolio management services to the CSD and its customers. The incumbent applies portfolio management practices to categorize, evaluate, prioritize, purchase, and manage projects and assets based on current and future business drivers including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

Description of Essential Functions:

35% Manage the Enterprise Project and Portfolio Management Office. Plans, organizes, and manages project management support functions within EPPMO Unit, including IT strategic planning, project and portfolio management, IT governance, and data governance. Plans, organizes, and directs workload for assigned personnel and projects, including contract and vendor management staff. Recruits, hires, trains, and mentors EPPMO staff. Creates an environment to promote open communication and team building to improve project performance, resolve conflicts and enhance professional growth within the organization. Sets operational priorities, balances workloads, and ensures excellent customer service through the efficient and effective delivery of IT projects. Establish and communicate performance standards and expectations, complete probationary reports, complete annual performance appraisals, complete training plans, monitor job performance, and develop/update duty statements. Make informed and defensible administrative and personnel management decisions. Ensure that staff receive necessary training to develop their skills, build their knowledge, and inform them of appropriate employee practices and behaviors. Facilitate cross training and promote continuous improvement of processes. Develop and manage applicable succession plans. Evaluate subordinates on the completion of their responsibilities; provide support, mentorship, and training as needed. Manages contracts to ensure availability of project management and business analysis support. Orchestrates training for customer organizations to understand project outcomes as it relates to program implementations. Supervise technical personnel; plan, administer, and monitor expenditures; assess, analyze, and identify information technology policy needs; establish cooperative relationships and gain support of key individuals to accomplish goals; plan, coordinate, and direct the activities of multi-disciplinary staff; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the Department's Equal Employment Opportunity objectives. Establish performance expectations, complete individual development plans

annually, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary. Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and state policies, personnel related laws, rules, established CSD administrative processes and procedures, and collective bargaining agreements. Foster methods of creative decision-making and problem monitor and provide continuous feedback. Recommend and coordinate assignments of staff based on CSD IT priority, staff experience and skill levels, complexity/risk assessments of projects, specialized skills/experience needed, and resource availability. Interact with the highest levels of CSD and customer departmental management to ensure that project information is disseminated. Perform as a business analyst on the most complex system implementations.

30%

Manage Governance and IT Portfolio and Projects: Develops agenda and create briefings for executive governance meetings. Presents and tracks issues, risk, findings and project status updates at IT Governance Board and other executive governance meetings. Coordinate and standardize project status reporting to IT Leadership and CSD executive team. Develops, maintains, and reports on the portfolio of projects and IT efforts to ensure CSD executives have relevant and correct information about which projects will impact which program and system on what date, and highlight inter-dependent project scheduling to minimize the risk of multiple projects overwhelming program and IT resources. Plans and coordinates information technology assignments. Formulates strategies, plans, and policies pertaining to information technology planning, management, and solution delivery processes. Responsible for the creation, update, and training of portfolio-level project management plans and processes. Solves complex business problems by providing technical advice and project solution alternatives. Liaise between external stakeholders and cross-functional program teams, ensure the timely and successful delivery of customer centric innovative IT solutions according to customer needs, and focus on improving the entire customer experience. Work with various stakeholder groups, using design-thinking strategies to develop user-oriented engineering solutions and by applying human-centric thinking approaches to perform root cause analysis to thoroughly understand the problem, and to establish the important criteria for solution. Develop and maintain effective working relationships with all the stakeholders. Actively lead team building efforts and ensure a cohesive project working environment. Closely monitor the execution of enterprise project plans and the project health. Report deviations from the plan to the project sponsor, steering committee, executive committee, and the CSD leadership. Manage all aspects of the project(s) including but not limited to risk, cost, schedule, change, scope, contract, personnel, oversight, and other areas of the project to ensure its success. Interact daily with project team and/or Project Director, Project Sponsor and Business Partners on all phases of the project. Manage and collaborate with system integrators on the design, configuration, scope, schedule, implementation, progress, and cost issues associated with the assigned project(s). Manage procurement and vendor management staff overseeing procurements, contractor and vendor contracts and associated personnel to meet contract objectives by employing appropriate

management and negotiation skills. Work collaboratively with senior management, project team members, subject matter experts, oversight, and stakeholders to ensure adequate definition of project scope, goals, deliverables that support the project's business goals. Responsible for Risk Management functions including risk planning, identification, qualitative and quantitative risk analysis, response planning, and risk monitoring. Capture, document, and share project lessons learned. Facilitates gathering and analysis of business requirements, system design, development, testing, integration, and implementation of products or services of the assigned projects. Leads cross-functional matrix teams through all project phases and system development lifecycle phases to achieve the goals and objectives of assigned projects.

20% Manage Project Analysis, Project Cost, and Project Communication: Lead EPPMO staff in the preparation of monthly portfolio report highlighting portfolio goals for the month. Prepare, develop and issue monthly status reports to address schedule, resources, budget/cost, quality issues, expiring contracts, license renewals and project risks on all assigned projects. Lead staff in the reconciliation of the IT budget and vendor cost analysis. Perform analysis on complex IT operational issues as directed by the CIO or IT Leadership. Meet with the CIO weekly to provide a portfolio snapshot of progress made towards work efforts of ITS staff. Elevate critical project issues and risk to executive management. Collaborate with other Project Managers to share ideas and suggest changes to the PM framework and templates; assist and contribute to updates, processes, techniques, templates, and project/portfolio management tools (e.g., SharePoint and One Drive repository), audit support, ad hoc reporting, etc. Contribute to the development and maintenance of a repository of reusable, project-related artifacts. Communicate with IT management to ensure management is well-informed on status of assignments and work items, incumbent's availability (e.g., planned leaves), potential and current issues, as well as job-related ideas and concerns. Participate in the development, implementation, and maintenance of the strategic and tactical plans in support of the CSD PMO. Foster methods of creative decision-making and problem-solving and provide continuous feedback to peers and executives. Interact directly with procurement officials to address procurement issues. Participate in the review, development, implementation of policies and procedures for the CSD PMO. Apply Organizational Change Management practices, methodologies, and tools to successfully lead stakeholders through the change process. Apply Business Process Reengineering (BPR) practices, methodologies, and tools to successfully develop reengineering techniques to improve performance and services. Lead staff in the preparatory steps for setting up the monthly IT monthly morale days i.e., theme, location, coordinate agenda and other tacit details. The incumbent conducts business activities in a professional manner that leads to superior customer satisfaction and delivers services that meet or exceed the customers' expectations. Further, the incumbent must communicate effectively, be well-organized, and be able to track and complete multiple assignments concurrently, while establishing and maintaining professional relationships with internal/external customers, including management, executives, CSD end users, peers, vendors, other government entities, etc.

- 10% **Technology Leadership:** Participates as part of the ITS Leadership Team to support all programs within CSD and the overall delivery of ITS strategy, goals, and objectives. Responsible for establishing feedback and input processes to monitor satisfaction with respect to the services provided by the EPPMO. Assists the CSD Chief Information Officer in the formulation of IT strategic plans, standards, annual plans, and IT programs. Develops direction, policy, and culture that promotes the success of ITS as a key program area within CSD. Represents CSD ITS with customers and stakeholders on a variety of issues and activities. Manages and supports various committees and boards and technology procurements to ensure CSD systems are aligned to the ITS strategic directions, maintain, and enhance appropriate and necessary security, developed, and built as part of an enterprise-focused design, and follow appropriate change management policies. Act as a liaison to bridge and facilitate communication and understanding between the CSD Programs and ITS. Gain understanding of the overarching business model for CSD Program(s) as well as intricacies and nuances as they relate to information technology. Communicate IT issues and opportunities for improvement to CIO for appropriate mitigation/resolution. Collaborate with CSD Program(s) in prioritizing requests for IT services and technical solution within the IT portfolio.
- 5% Meets and confers with high-level project management personnel from other state departments, governmental officials, and private sector businesses regarding matters affecting IT policy and procedures. Attend professional conferences and training classes, as appropriate, to maintain and enhance the current level of service to CSD IT customers. Review high level technical documentation and discover emerging technologies and methodologies to educate CSD and ITS team members. Draft and update departmental IT policies, guidelines, and procedures to provide consistent and effective services. Document the scope and reasons for any necessary deviations from policies, guidelines, or procedures. Explore and evaluate complex, critical, and sensitive issues to assist management with resolving such issues. Perform other duties as assigned within the scope of the classification.

Desirable Qualifications

Knowledge of: The State's Project Approval Lifecycle (PAL), and project management policies and processes, and business analysis and IT strategic planning concepts; the global perspective of the department's mission, business, IT enterprise and governance; the Department's mission and business functions; to understand process management characteristics of ownership, measurement control, optimization, continuous improvement, definition, design and documentation; portfolio and project management principles and practices, project oversight vendor and budget management, computer systems, data processing concepts, production operations, change management, change control, and the development, documentation and communication of policies, processes, procedures and other information needed for project implementation within state organizations; industry and public sector methodologies for the successful implementation of major projects.

Ability to: Lead efforts to perform complex analysis, develop and make presentations in writing and orally to communicate ideas and concepts clearly and effectively. Lead by example and gain respect; perform at the mastery level and have a thorough grasp of IT industry trends, technical issues, system components, protocols and architectures; demonstrate advanced leadership competencies; understand project and change management principles and practices; be customer focused and service oriented; work with project team members to ensure that business organizations understand and follow through with the changes necessary through reengineering and new systems development; and work in a team environment.

- Ability to establish and maintain cooperative working relationships with all levels of staff and management by participate on projects, coordinate and partner effectively with peers, users, developers, management, executives, including front end vendors, LSP's and state control agencies.
- Ability to motivate, develop, and direct staff in performing their assigned duties to improve the work environment, the quality of work, and increase productivity.
- Possess the ability to lead, supervise, coordinate, train, motivate, appraise, and develop staff.
- Ability to remain positive even in adverse situations.
- Demonstrate trustworthiness through accountability, business ethics, consistency, conscientiousness, credibility, and empathy.
- Demonstrate a willingness to work and aid staff, management, and customers.
- Exercise good judgment, work well under pressure, and meet deadlines.
- Demonstrate strong organizational and time management skills in a fast-paced environment.
- Demonstrate the courage and determination to pursue a course of action even when it presents complex challenges and obstacles, and the outcome is far from certain.
- Possess strong writing, analytical, and research skills with the ability to compose accurate, concise, and detailed written determinations and recommendations.
- Ability to conduct and facilitate effective meetings to ensure appropriately distributed workload, to foster effective communication, ensure the established meeting objectives are met.
- Demonstrate ability to handle multiple priorities simultaneously and effectively.
- Demonstrate ability to efficiently achieve measurable customer-driven results in a rapidly changing environment.
- Have in-depth, practical, hands-on knowledge in project management methodology and specifically the Project Management Body of Knowledge (PMBOK).
- Project management certification from an acknowledged university certification program or from the Project Management Institute.
- Experience as a project manager over large-scale enterprise IT system implementations.
- Experience establishing and enforcing policies, processes, and standards.
- Possess strong analytical, writing, communication, and interpersonal skills.
- Knowledge of progressive disciplinary process.

Domains:

Business Technology Management and Information Technology Project Management

Supervision Received:

The ITS II Supervisor receives administrative direction from the CIO of CSD, within the Office of Information Technology. The ITS II Supervisor has full responsibility for carrying out assignments and reporting on their progress until completion.

Supervision Exercised:

The incumbent serves in a supervisory capacity and responsible for managing a staff of highly skilled technical and analytical personnel who are engaged in project management, vendor management and business analysis and governance support for CSD. This position requires a strong technical manager. The duties will consist of coordination and technical leadership of CSD stakeholders, CSD program staff and IT vendor staff assigned to specific projects and work efforts. The incumbent is responsible for ensuring that the EPPMO staff obtain proper certification and/or experience for the level of assignments made in accordance with the CSD expectations and CIO guidelines and practices related to IT Project Management, IT Procurement and Vendor Management and IT Business analysis.

Administrative Responsibility:

The incumbent is responsible for carrying out the policies, processes, and procedures that are used throughout CSD and are implemented enterprise wide. It is critical that the incumbent be able to maintain a high level of professionalism, diplomacy, and tact as this position must be able to successfully communicate with individuals throughout the enterprise with the project in crisis as well as the State Agencies, public, and the private sector. Failure to perform adequately could result in the operations of the affected projects being disrupted. Consequently, accuracy and attention to detail are of paramount importance. The position requires strong team leadership skills in identifying new issues and business opportunities and an ability to work with people with diverse goals, skills, and knowledge. The incumbent must demonstrate good written, verbal, presentation, and interpersonal skills.

Special Personal Characteristics:

Pursuant to California Code of Regulations, Title 2 Section 172, all employees shall possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class. Where the position requires the driving of an automobile, the employee must have a valid State driver's license, a good driving record, and is expected to drive the car safely.

Personal Contacts:

The incumbent has contact with all levels of the CSD staff, consultants, vendors, CalHHS staff, California Technology Agency staff, Control Agency staff, and other government agencies. This includes CSD's Programs, Local Service Providers (LSP), Front-End

Vendors who support the LSP's, and executive management. Contacts may be initiated with other departments, governmental agencies, and private companies concerning information system and data center technologies as they related to the performance of this position.

Actions and Consequences:

The incumbent will make decisions that impact the functionality of the CSD technology applications and solutions. Failure to properly administer duties using good judgment, logic, and discretion, may result in poor performance or unusable systems and/or applications, and prevent the DCC end users from effectively performing their duties. In addition, substantial workload backlogs may occur, online consumer services may be unavailable, and the DCC may be unable to carry out mandates designed to protect consumers, licensees, and applicants.

Performance Expectations:

The incumbent must be able to complete work items competently, thoroughly, and efficiently on or before due date and time. Additionally, this position must have the ability to prioritize to ensure most important work items are completed timely first and seek verification and clarification on work items with competing priorities on a continual basis. Incumbent ensures work items and records are sufficiently, accurately, and unambiguously documented; and time-sensitive records (e.g., work item status) are up to date. The incumbent shall perform duties diligently, safely, securely, and pragmatically using good judgements, while communicating with others professionally, effectively, and unambiguously. The incumbent must be able to reason logically and creatively and utilize a wide variety of skills to resolve enterprise-wide technical issues, develop and evaluate alternatives and research and present ideas and information effectively both orally and in writing. Incumbent must be able to consult with and advise interested parties on IT subjects, gain, and maintain the confidence and cooperation of those contacted, and accurately assign priorities to multiple projects at any given time and to remain flexible. The incumbent shall operate to protect the cyber security of individual departmental staff, the Department's network and infrastructure, and all data assets.

- Ability to work cooperatively with others
- Ability to work efficiently and work under changing deadlines
- Ability to maintain consistent, regular attendance and report to work on time
- Ability to lead and collaborate with ITS stakeholders in a professional manner
- Ability to always exhibit courteous behavior towards others
- Ability to meet deadlines and perform tasks with minimal amount of errors
- Ability to do completed staff work

Characteristics:

- **Leadership** – Possesses a natural ability and keen desire to manage projects and mentor and guide staff, as well as internal and external customers.
- **Innovation** – Demonstrates and encourages creativity and proactive problem-solving.

- **Credibility and Integrity** – Understands internal and external customers and has a true desire to build credibility. Demonstrates the highest professional and legal ethics.
- **Teamwork** – Cooperates to achieve the department's mission, vision, and goals by leading and actively contributing to intradepartmental project teams.
- **Vision** – Understands the context and mission of the Department both internal and external.
- **Accountability** – Makes decisions and remains accountable for those decisions.
- **Reliability** – Understands the importance of meeting timelines and work priorities.
- **Mentor and Coach** – Ability to instruct, direct, and prompt subordinates to help them perform to their full potential.

Job Requirements:

Ability to perform the essential functions of the job, with or without reasonable accommodations including communicate effectively, comprehend, evaluate, and follow written instructions, type, and use personal computers.

Conflict of Interest: This position is subject to Title 16, section 3830 of the California Code of Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

I have read and understand the duties outlined in this document.

Can you perform the essential functions of the position, with or without reasonable accommodation?

_____ YES

_____ NO

If reasonable accommodation is necessary, please complete a Reasonable Accommodation Request Form from the Human Resource Office, Reasonable Accommodation Coordinator.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE
JOB TITLE

DATE