Office of Systems Integration
"SERVING CALIFORNIA"

DUTY STATEMENT

1. POSITION INFORMATION

Civil Service Classification IT Manager I	Working Title Chief, Operational Readiness
Employee Name Vacant	Position Number 791-730-1405-002
Project/Division Name CalHEERS	Supervisor's Name Lisa Gauthier
Unit Operational Readiness	Supervisor's Classification IT Manager II
Physical Work Location 2329 Gateway Oaks, Ste. 100, Sacramento, CA	Duties Based on: ☒ Full Time ☐ Part Time - Fraction
Revision Date	

2. REQUIREMENTS OF POSITION

Check all that apply:

☒ Conflict of Interest Filing (Form 700) Required   ☒ Requires Fingerprinting & Background Check

☐ May be Required to Work in Multiple Locations   ☒ Other *(specify below in Description)*

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.)*:

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.

3. DUTIES AND RESPONSIBILITIES OF POSITION

IT Domains used:

☒ Business Technology Management   ☐ Information Technology Project Manager

☒ Client Services   ☒ Software Engineering

☒ Information Security Engineering   ☒ System Engineering

Summary Statement (Briefly describe the position's organizational setting and major functions):

Under the general direction of the Chief of Technology (IT Manager II), the Operational Readiness Chief plans and directs the activities of the CalHEERS Operational Readiness Team. This position is responsible for ensuring all operational readiness communication, planning, management and support activities lead to a thorough and well documented process to implement the CalHEERS solution. Also, the incumbent is responsible for overseeing the CalHEERS System Integrator (SI) implementation efforts and provides general leadership and supervision to the CalHEERS Operational Readiness unit consisting of state IT staff and consultants. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally-identifying information.

Percentage of Duties	Essential Functions
40%	Manage and direct the Operation Readiness state team, consultants, and System Integrator (SI), and provide oversight of the operations and maintenance of the CalHEERS system: • 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.
	• Establish and maintain priorities. Effectively develop and use resources. Identify the need for and assure the establishment of appropriate administrative procedures. Plan, coordinate and direct the activities of Information Technology staff and supervisor. Make effective use of interdisciplinary teams. Present ideas and information effectively, both orally and in writing. Consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language. Be able to adapt and lead others in changes in priorities, work assignments, and other interactions, and work on multiple projects and/or assignments simultaneously. Display the ability to maintain poise and guide other staff through difficult situations when necessary. Make decisions independently and demonstrate advanced leadership competencies
25%	Supervise and participate with the CalHEERS project in the system development life cycle ensuring a solid IT governance of operations, applications systems management, and security management. Responsibilities include: • Exhibit strong management, leadership, interpersonal, technical and project management skills. • Manage multiple projects concurrently; present ideas to audiences of all levels; communicate effectively and interact with various internal/external customers; solve the most complex problems and make decisions independently; and demonstrate advanced leadership competencies. • Lead project management activities which include, but are not limited to: developing project plans, estimating project timelines and allocation of resources, defining project objectives and deliverables, identification of project risks and mitigation steps, monitoring of overall progress, completeness and quality of work, creating and reviewing project status reports. • Analyze staff project time and uses it to forecast and justify needs. Perform cost-benefit analysis and conducts risk analysis. • Provide oversight and work with SI and technical staff to respond to identified threats and security violations to CalHEERS systems that may result in unauthorized intrusions, misuse of system resources, or other improper activity. • Lead analysis of activities to determine if events are actual attacks or false positives and implement the appropriate response or corrective action as necessary. • Track and verify resolution of identified security and privacy incidents and help CISO in notifying appropriate teams to ensure timely notification to control agencies where required. • Along with SI, lead planning and preparation of security and privacy audits of CalHEERS systems and work with technical staff in resolving deficiencies.
20%	Troubleshoot and mitigate risks. Resolve issues at the managerial level. Develop and evaluate alternatives, make decisions and take appropriate action. Reason logically and creatively and use a variety of analytical techniques to resolve managerial problems. Take responsibility for issues and follow through until resolved. Gain and maintain the confidence and cooperation of others.
10%	Provide leadership to employees directly reporting to this position: • Perform various supervisory responsibilities related to employee management and development. Evaluate necessary employee resources and training needs. • Provide input into Unit development and represent CalHEERS in meetings with stakeholders as appropriate. • Hire, evaluate, train, motivate, discipline, and otherwise manage employees under direct line of supervision. • Establish performance standards and expectations by conducting probationary reviews, annual Individual Development Plans (IDPs), constructive intervention, corrective and disciplinary actions and training to enhance personnel growth.

	• Establish reasonable deadlines and monitor employees' workload to ensure work is completed accurately and timely.
	• Provide advice and consultation to employees on the most difficult and sensitive work issues.
	• Grant or deny requests for time off, ensuring the individual has sufficient leave credits available for the leave requested.
Percentage of Duties	**Marginal Functions**
5%	Perform other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply from the drop-down menus)*

Standing:	Occasional (13-25%)	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: Travel to Sponsor's work sites 1-4 times a month possible.

Type of Environment: a. N/A b. N/A

Interaction with Public: a. N/A b. N/A c. N/A.

5. SUPERVISION

Supervision Exercised *(e.g., Directly – 1 Information Technology Supervisor II; Indirectly – 5 Information Technology Associates)*

Directly – 2 IT Supervisor II
Indirectly – 5 IT Specialist I
Consultants

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

	HR Analyst initials	Date approved
☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, 625 on file.		
	CR	4/28/2023

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:

** **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**