

DUTY STATEMENT

Class Title: IT Manager I-Workflow Automation Development Services Section Chief	Position Number: 802-35x-1405-xxx
COI Classification <input type="checkbox"/> Yes <input type="checkbox"/> No	
Unit/Section: Customer Support	
Branch: Customer Services	
Division: Business Operations Technology Services	

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary: Working in the domains of Business Operations Technology Management and Client Services. Under the general direction of the Branch Chief of the Customer Services Branch (CSB), Information Technology Manager II (IT Manager II), the IT Manager I serves as the Workload Automation Development Services Section (WADSS) Chief. This position provides technical direction and active management to the WADSS team resources. This team is responsible for the Implementation, Maintenance, and Operations of ServiceNow. ServiceNow is a cloud computing platform used by Enterprise Technology Services (ETS) to manage business oriented digital workflows for the Department of Health Care Services (DHCS).

The ITM I manages highly analytical and technical staff members (state staff and contractors) responsible for managing ETS technical service requirements, with a focus on use of ServiceNow. Working from direction provided by the ITM II, the ITM I will implement the business-driven digital workflows and processes necessary to support the DHCS mission.

The ITM I is also responsible for Release, Change, and Configuration Management duties. RCCM supports the mission critical and essential services of enterprise systems for DHCS. The team provides Release, Change and Configuration Management services to DHCS projects and business initiatives. The ITM I job duties support the 5,000 Department of Health Care Service users as well as thousands more external users.

The ITM I must have extensive knowledge of the software development lifecycle and ITIL-based Change and Release Management best practices. The ITM I must have experience managing and leading teams in the definition, implementation, and support of Change and Release Management processes and procedures.

The ITM I must have extensive knowledge of the Agile Project Management Framework. ServiceNow workloads managed by the RCCM unit follow the Agile framework, which is a specific software-development approach based on the agile philosophy.

In addition, the ITM I works with state and contract resources that are highly proficient in project management and ServiceNow focused skills. The incumbent performs function in both domains of the job classification outlined by the Department of California Human Resources (CalHR).

Supervision Received: Under the general direction of an ITM II, the ITM I provides the daily direction and oversight to the state staff and contract resources within the Section.

Supervision Exercised: The ITM I manages state staff in the IT classifications of IT Associate, IT Specialist, and IT Supervisor. In addition, the ITM I will provide leadership to contract staff who serve in a supporting role with the team.

Description of Duties: The IT manager I is responsible for managing the WADSS of the Business Operations and Technology Services Branch (BOTSD). This position requires knowledge of State personnel policies and guidelines relating to personnel activities such as recruitment, hiring, probation, corrective action, and staff retention. It also requires knowledge of System Development Life Cycle (SDLC) and project oversight principles, policies, techniques, and methods in order to ensure the successful completion of projects. Ability to adapt to new computer industry technology and practices to provide guidance, consultation, and advice, and make IT related decisions as well as apply the principles of information security as they relate to the protection of IT assets and to manage and respond to IT outages. Knowledge of IT governance, principles and guidelines and various IT disciplines and functions such as network administration, application development, servers and systems, mainframe administration, business consulting, helpdesk services, and database administration. Must have the ability to communicate effectively both orally and in writing.

Percent of Time Essential Functions

30% With a focus on the ServiceNow platform, provides consultative services to program management to view technology as an enabler of business success and an integral part of their business process. Provide alternatives and guidance on service delivery in order to maintain/improve service. Develop an understanding of project risk assessment and management. Approve standards, define functions, and direct professional staff in the development of system designs, specification, testing and debugging, and the preparation of documentation and the implementation of ServiceNow configurations and modules. Provide accurate and realistic assessment of a customer's IT needs and WADSS' ability to meet them. Provide high level consultation on customer's business goals and objectives. Delivery of enterprise solutions through Agile teams.

Provide coaching and guidance to the team relating to the Agile framework. Manages staff to execute and monitor complex change and release management processes to support the production, staging, and test releases of DHCS applications. Directs staff in the production, test and development environment impact analysis; collects requirements and input from business and technical subject matter experts; resolves deployment scheduling conflicts; communicates release information to project and enterprise stakeholders; creates deployment plans/schedules; resolves deployment task/activity dependencies and conflicts; obtains resource commitments (staff, software, hardware) for deployments; supports scheduled and emergency release efforts; coordinates integrated release activities with technical stakeholders. Responsible for scheduling subject matter experts/resources to participate in impact assessments and deployment activities; develops project and production deployment plans; assesses and provides input for release management process improvement. Maintains an enterprise change and release calendar/schedule by assuring content integrity, resolving scheduling conflicts, and analyzing enterprise priorities among various environments and platforms. Directs the effort to perform updates and obtain approvals for Change Management processes and procedures; responsible for providing customer guidance and support for production and project release/change control processes.

20% Provides supervision and management in planning, design and/or development, maintenance, and support of all new and ongoing ServiceNow configurations and modules, including, but not limited to, services such as, IT Service Management (ITSM) and Customer Service Management (CSM) solutions. Oversees and directs the activities of vendor consultant teams in the configuration and implementation of ServiceNow capabilities. The ITM I manage staff time and schedules, confirms all staff is attending mandatory and non-mandatory training, and that tasks and workload are completed timely. Enhances team performance and maintains morale by setting clear and achievable expectations and providing developmental opportunities. Encourages and motivates staff through team building activities, challenging assignments, and recognition.

20% With a focus on the ServiceNow platform: Provide the customer organization with a focused solution and information on IT topics. Provide high level consultation to customers about how to initiate projects, how to obtain services, current policies, procedures and standards, and the status of departmental IT projects. Assist the customer by managing the resolution of critical IT related customer problems. Provide or direct staff to provide assistance for investigating, resolving and escalating the most difficult and complex issues and problems. Coordinate and track the problem resolution and, whenever possible, buffer the customer from technical issues or conflicts. Provide IT project support by managing and monitoring IT projects for program organizations, provide guidance and advise on both IT issues and risk management.

15% Conduct and review research on new technologies, and evaluate applicability to new system application requests, and applications in the pipeline, in order to reduce the cost of project deployment, adequately meet/exceed customer expectations, providing leverage-able opportunities for other applications.

10% Staff Development and Resource Acquisition Recruit, hire, train, and evaluate subordinate staff.

5% Other duties as required.

Employee's signature	Date
Supervisor's signature	Date