Office of
Technology &
Solutions
Integration
CALIFORNIA HEALTH &
HUMAN SERVICES AGENCY

☐ Current
☒ Proposed

DUTY STATEMENT

1. POSITION INFORMATION

Civil Service Classification Information Technology Manager I	Working Title CalHHS Agency Portfolio Support Services Manager
Employee Name Vacant	Position Number 791-500-1405-901
Project/Division Name Office of Technology and Solutions Integration (OTSI)	Supervisor's Name Deanne Wertin
Unit Portfolio Support Services (PSS)	Supervisor's Classification Deputy Agency Information Officer / Chief Deputy Director (Exempt)
Physical Work Location 2495 Natomas Park Drive, Suite 540, Sacramento 95833	Duties Based on: ☒ Full Time ☐ Part Time - Fraction Click here to enter text.
Effective Date TBD	

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.)*:

This position is telework eligible, with expectations of a hybrid model that supports the needs of the office.

3. DUTIES AND RESPONSIBILITIES OF POSITION

IT Domains used:

☒ Business Technology Management   ☒ Information Technology Project Management

☒ Client Services   ☒ Software Engineering

☐ Information Security Engineering   ☐ System Engineering

Under general direction of the CalHHS Deputy Agency Information Officer/ Chief Deputy Director, the CalHHS Agency Portfolio Support Services Manager, Information Technology Manager I (ITM I) plans, organizes, directs and performs work within the Portfolio Support Services Unit, to ensure successful planning, oversight and support for the CalHHS Agency's portfolio of Information Technology (IT) and related efforts. This will include managing a backlog of work related to the support and statutory oversight for the CalHHS IT Project portfolio, setting ongoing priorities in support of the CalHHS Agency's IT and Data Strategic Plan and related needs, and ensuring high quality, timely services to Agency's Departments, Offices and Centers ("entities").

Percentage of Duties	Essential Functions
30%	Direct management of the PSS Team and activities and will lead and coordinate the Agency's Strategic Portfolio Management program (CASP) activities. provide planning and oversight services to the subset of Agency projects identified, by Office of Technology and Solutions (OTSI) leadership, as the most complex and/or strategic. Leads and manages the CalHHS Portfolio Support Services function; assigns and reviews portfolio support services team members' work to ensure alignment with content, quality expectations and Agency's prioritized needs; develops team member capabilities through coaching; ensures members received training and development. Provides performance feedback; reviews intake and concept analysis information to inform overall project planning and oversight across CalHHS departments; makes corresponding recommendations; develops and maintains a comprehensive understanding of the CalHHS Agency's IT Portfolio and related efforts to inform CalHHS OTSI's leadership and related conversations; and proposes and supports risk informed approaches for planning and oversight for non-delegated and delegated project efforts. Monitor and gather feedback from the entities to identify opportunities for process

	improvements that will increase productivity across the PSS team while complying with the AIO's statutory responsibilities; develop and maintain relationships with State Control Agencies (California Department of Technology, Department of Finance IT Consulting Unit, and others as identified), participating in collaborative planning sessions and responding to requests for information; and collaborates across the OTSI Integration to contribute to the development of the CalHHS Center of Excellence and related consulting services functions.
25%	Directly monitors CalHHS Agency IT Efforts deemed "strategic" and/or with high-risk profiles ("yellow" or "red"); leads portfolio support service activities and related collaboration/facilitation associated with the CASP Management Office to support the identification, characterization, and ultimate prioritization of the most essential capabilities required to support CalHHS' mission, guiding principles, strategic priorities, and the Californians it serves; participates in key planning sessions as needed with departments, control agencies and stakeholders; leads and approves review of Planning documents to ensure completeness, compliance, and alignment with Agency strategic priorities; leads project monitoring activities and identifies/communicates risks that could impact performance against project metrics and/or the probability of successful implementation; collects, documents, and analyzes monthly/quarterly project performance against key metrics and works with teams to remediate as applicable; leads retrospectives to consider both successful and unsuccessful practices. Acts as the primary point of synthesis for best practices identified across teams and, with support from the Deputy Agency Information Officer, own the implementation and related performance measurement activities; and leads Investment Review Committee (IRC) activities related to Portfolio Support Services, ensuring department readiness.
20%	Designs, Develops, Maintains and Improves Portfolio Support Services processes and outputs seeks to continually improve the Portfolio Support Services end to end processes and tools related to the design and documentation of project and product planning, oversight and reporting practices which support risk prevention, identification, and mitigation; establishes and implements effective means for assessing delegated project performance against established/approved plans; proactively identifies projects not meeting expectations; establishes Objectives, Key Results, and Key Process Indicators as part of the Solutions and Support Services performance measurement program, with a focus on objectives related to improving the quality and reducing the time associated with the CalHHS Departments' development of required project planning documentation; monitors ongoing Portfolio Support Services' progress towards achieving outcomes and delivering related programmatic value; leads development and production of monthly portfolio management report, ensuring adherence to content and quality standards; works with the CalHHS Deputy Agency Information Officer to shape processes and understand expectations with regards to planning, funding, building, and implementing IT solutions; prepares for and participates in related meetings; and supports the OTSI analyses of the CalHHS entities' IT-related Budget Change Concept and Proposal requests.
20%	Supports the OTSI's mission through collaboration with Solutions Support and Technology Delivery Services functions: participates in leadership activities and meetings at the OTSI "Deputy" level; supports OTSI's efforts to create and mature and enterprise portfolio management activities within Agency's entities; collaborates with the Technology and Solutions Consulting (TASC) Division to inform and develop materials and training for the CalHHS Agency Center of Excellence; contributes project management and related experience/expertise towards the design and delivery of OTSI consulting services; collaborates and coordinates with the Enterprise Architecture team to inform and support the Agency's Enterprise Architecture program and the related policies, standards, and design artifacts; supports the CalHHS Interdepartmental Advisory Council needs and activities associated with end-to-end project and product management efforts; ensures the Agency Information Security Officer (AISO) is informed about projects that may have complex, rigorous and/or unique IT Security and/or data privacy needs, challenges, or risk; proactively identifies and communicate opportunities and/or concerns related to key planning and project efforts to Deputy AIO and/or AIO to allow for early strategy development and/or intervention; and keeps current on emerging IT planning/development methodologies and related technologies.
5%	Perform other duties as assigned.

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

Standing:	Intermittent (34-50%)	Sitting:	Intermittent (34-50%)
Walking:	Rarely (1-6%)	Temperature:	Temperature Controlled Office Environment
Lighting:	Artificial Lighting	Pushing/Pulling:	1-25% of the time

Lifting: 1-25% of the time	Bending/Stooping: 1-25%

Other: *Click here to enter text.*

Type of Environment: a. Cubicle b. High Rise

Interaction with Public: a. Required to assist customers on the phone and in person. b. Select c. Select.

5. SUPERVISION

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

Directly supervises 1 Information Technology Supervisor II, and 2 IT Specialist II's, 1 ITS I and 1 IT Associate. May oversee temporary contactors/vendors.

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

☒ Duties meet class specification and allocation guidelines. ☐ Exceptional allocation, 625 on file.	HR Analyst initials	Date approved
	cr	8/24/23

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:
Click here to enter text.