

Duty Statement

Classification: Information Technology Manager I (ITM I)	
Working Title: Section Chief	
Program: Operations	
Division: California Medicaid Management Information System (CA-MMIS) Operations Division	Branch: Integration, Service Management, & Dental Branch
Section: Services and Security Management Section	Unit: N/A
COI Classification: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Position Number: 805-413-1405-XXX
Telework Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Maximum Telework Days: 5 Per Week
Bilingual Fluency: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Specify Language: Not Applicable
<p>This position requires the incumbent maintain consistent and regular attendance; communicate effectively, both verbally and in writing, when interacting with the public and other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment, complete assignments in a timely manner, and, adhere to departmental policies and procedures regarding attendance and conduct.</p>	
<p>Job Summary:</p> <p>Under the general direction of the ISMDB Chief (ITM II), the ITM I will manage and provide expert planning, design, development, documentation, implementation, and ongoing operations support of the processes, tools, and technologies to facilitate and evolve the CA-MMIS Operations Division's (Division) IT service management (ITSM) capabilities. ITSM is a process-based framework intended to align the Division's services with the current and future needs of the business and its customers. It covers the entirety of activities required to plan, design, deliver, operate, and control IT services.</p> <p>The ITM I is responsible for the design, deployment, and ongoing optimization of the Division's ITSM strategy, framework, and related policies, processes, and standards. The ITM I will provide direct support for the ongoing configuration and operation of ITSM tools and software. The ITM I will also promote and champion the benefits of ITSM and ensure compliance with ITSM policies and practices across the CA-MMIS enterprise and vendor organizations.</p> <p>The ITM I will perform duties and responsibilities across multiple domains including, business technology management, software engineering, system engineering, information security engineering, IT project management, and vendor management.</p>	
<p><i>The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of 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.</i></p>	

Description of Duties:	
% Of Time	Essential Functions
40%	<p>Workload Management Plan, organize, and manage the work of the ITSM team. Establish goals and objectives and develop plans to achieve them. Ensure ITSM goals and objectives are aligned with the Division's goals and objectives. Serve as the primary expert and resource for ITSM. Provide leadership and guidance to ITSM staff and project teams on highly technical and sensitive work related to ITSM functions. Personally perform the most difficult and sensitive work. Recruit, hire, onboard, train, and evaluate subordinate staff. Assign, track, and review work for accuracy, completeness, and timeliness. Establish and communicate priorities and deadlines for assignments. Coach and mentor staff in performing assigned duties, as needed. Perform employee evaluations. Ensure staff have the resources and tools to be successful on the job.</p>
40%	<p>ITSM Program Development and Implementation Facilitate ITSM planning sessions and provide direction and goal setting on strategy and operations. Formulate ITSM policies, processes, and procedures. Lead the design and implementation of the ITSM framework and operating model. Provide operational guidelines and standards and delineate roles and responsibilities for all ITSM functions and processes. Provide leadership and support for the acquisition, configuration, implementation, and ongoing operation of ITSM software, tools, and solutions. Guide the development and elaboration of ITSM plans and artifacts. Establish processes to identify, manage, and escalate risks and issues. Develop, socialize, and train on ITSM policies, standards, and tools. Lead continual service improvement and process maturity through regular reviews of the processes, procedures, and tools and engagement with stakeholders. Manage ITSM contract processes, including contractor performance. Review and approve contractor deliverables. Promote and champion the benefits of ITSM and ensure compliance with ITSM policies and practices. Maintain extensive knowledge and keep abreast of evolving ITSM and other IT trends and best practices to advance the Division's ITSM program and practices and maintain alignment with Division goals and objectives.</p>
15%	<p>Technical Consultation to CA-MMIS Senior Management and Technical Teams Provide expert consultation and advice to senior management, project teams, and technical staff on ITSM and other related technical matters. Collaborate with staff within DHCS, CA-MMIS, CD-MMIS, and the vendor organizations to ensure integration across multiple environments, including the technical infrastructure, security, and application environments. Support the branch/division's strategic planning efforts.</p>

Description of Duties	
% Of Time	Essential Functions
% Of Time	Marginal Functions
5%	Other duties as required.

Instructions

A duty statement is a description of tasks, functions, and responsibilities of a position to which an employee is assigned, and the percent of time spent on each task. It is based on objective information obtained by thoroughly analyzing the position's functions, the competencies and skills required to accomplish these functions, and the organizational needs of the department.

Classification:	Enter the legal title documented in the Classification Specifications which contains a formalized summary of the duties and responsibilities of the positions in a class.
Working Title:	Enter a working title if there is one. The working title differs from a classification title, as it can be specific to the duties the classification is performing. e.g., Personnel Liaison, Contracts Analyst, etc.
Program / Division / Branch / Section / Unit:	Enter the information that is in alignment with where the position is located in the organization. This should also mirror what is presented on the organization chart.
Position Number:	Enter the agency, unit, class code, and serial number of the vacant position being filled. e.g., 808-202-5393-810
Telework Eligible:	<p>Check 'Yes' if this position is eligible for a telework schedule.</p> <p>If 'Yes' is checked, in the next fields enter the maximum number of telework days allowable for this position. Then select if the maximum number of telework days will be 'per week' or 'per month'.</p> <p>Check 'No' if this position is not eligible for a telework schedule.</p>
COI Classification:	<p>Check 'Yes' if this position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</p> <p>Check 'No' if this position is not designated under the Conflict of Interest Code.</p>
Bilingual Fluency:	<p>Check 'Yes' if this position is bilingual certified.</p> <p>If 'Yes' is checked the language for which the position is bilingual certified must be specified in the next field.</p> <p>Check 'No' if this position is not bilingual certified.</p>
Job Summary:	Include a brief description of the position, duties performed, reporting structure, and any pertinent information you feel is necessary.

Description of Duties:	<p>Provide an itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task. The essential and marginal functions should be identified. Group related tasks under the same percentage with the highest percentage first. Percentages must be listed in descending order and must equal 100%.</p> <p>Essential Functions: Assess whether the performance of a functions is 'essential' by asking yourself why the position exists and what is it the employee is being hired to do. As you review each task, ask yourself whether it is a basic, necessary, and integral part of the job, which would make that task essential. Ask yourself, does the position exist solely to perform that function? Are there a limited number of employees available to perform that function? Is it a highly specialized function? If so, the task may be 'essential'.</p> <p>Marginal Functions: Marginal functions are incidental and only account for a minimal part of the job. They are secondary to essential functions, and they make up the remaining duties of the position. Keep in mind that marginal functions can also be absorbed by another staff member so if they were to be removed, it doesn't change the concept of the position.</p>
Supervision Received:	<p>Select the nature of the supervision received and enter the classification of the supervisor. Review the Classification Specifications, and see the descriptions below to help determine the type of supervision this position receives.</p> <p>Under Close Supervision: Used for entry-level classes in which employee is learning the duties of the class as a trainee or apprentice.</p> <p>Under Supervision: The position is subject to continuous and direct control.</p> <p>Under General Supervision: The position is subject to a minimum of continuous and direct control.</p> <p>Under Direction: Indicates that supervision is general and not close, continuous, or concerned with details. The statement tends to be used with technical and professional positions where the employees are expected to operate with a reasonable degree of independence, or as a journey-person or fully qualified worker.</p> <p>Under General Direction: Usually refers to classes on the division level which receive administrative direction. The guidance is usually set forth in legislation and general rules of the organization.</p> <p>Under Administrative Direction: This is usually used only in classes involving top-level, administrative positions in which the guidance is largely that of overall policy and the requirements of legislation.</p>
Supervision Exercised:	<p>Check 'Yes' if this position exercises supervision. If 'Yes' is checked, select all classification types supervised by this position.</p> <p>Check 'No' if this position does not exercise supervision.</p>
Special Requirements:	<p>Enter any requirements that may be necessary per classification specification or specific department, i.e., background check, drug test, medical license, etc.</p>
Desirable Qualifications:	<p>Enter any knowledge, skills and abilities and other desirable qualifications, such as special personal characteristics, interpersonal skills, etc., not required as part of the minimum qualifications but represent additional attributes being sought after by the hiring manager.</p>

Working Conditions:	Describes the working conditions of the job, i.e., physical demands, if the job is indoor/outdoor, if travel is required and how often, varying schedule, transportation information, etc.
Human Resources Acknowledgement:	Completed by Human Resources Division to indicate the last date of review.
Employee Acknowledgement:	Employee signs and dates the document certifying that the duties of the position were discussed with the supervisor and that a copy of the duty statement was received.
Supervisor Acknowledgement:	<p>Supervisor signs and dates the document certifying that the duty statement represents an accurate description of the essential functions of the position, and that the duties of the position were discussed with the employee.</p> <p>Once signatures are obtained, make two copies and place a copy in the supervisor's drop file and provide one to the employee. Send the original to Human Resources Division to file in the employee's Official Personnel File (OFP).</p>