

Duty Statement

Classification: Information Technology Manager I	
Working Title: IT Customer Engagement Branch Chief	
Program: ETS	
Division: Information Technology Strategy Services Division (ITSSD)	Branch: Enterprise Strategy and Services Branch (ESSB)
Section: IT Customer Engagement Services Section (ITCESS)	Unit:
COI Classification: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Position Number: 802
Telework Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Maximum Telework Days: Per Week
Bilingual Fluency: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Specify Language:
<p>This position requires the incumbent to 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: Under the broad administrative and policy direction of an Information Technology Manager II (ITM II), the Information Technology Manager I (ITM I) performs functions in the domain(s) of Business Technology Management, IT Project Management, and System Engineering. The ITM I is responsible for managing the IT Customer Engagement Services Section (ITCESS) that works with business programs within department business functions to align technology solutions with business strategies. The ITM I is responsible for assuring excellence in program support services (business and technical in nature) for multiple department programs. This position requires extensive knowledge, partnerships, and involvement with department governance bodies across all architecture domains, including Business Architecture, Information Architecture, Technical Architecture, Security Architecture and Application Architecture. The ITM I manages a multi-disciplinary team of state staff and consultants, contributing to the architecture, design, implementation and maintenance of business, information and technology architecture across the entire organization to align solutions with business strategies and IT security. The ITM I contributes to the formulation of enterprise strategy that enables MES Modernization effort to deliver Medi-Cal services that sustainably meet California's needs. The ITM I also manages a multi-disciplinary team of state staff and consultants in contributing to establishing and maintaining strategic vision, plan, and integration of enterprise architecture into solutions for the entire DHCS and other departments that utilize the Medicaid program services.</p> <p>The incumbent must effectively manage and provide team leadership in the implementation of the more complex technological solutions to improve operational efficiency and service. The incumbent will make technical recommendations to business programs within the department and contribute to the formulation of strategies and policies pertaining to enterprise wide IT solutions to achieve targeted business outcomes and Medicaid Information Technology Architecture (MITA) maturity levels. The incumbent manages and directs complex projects, feasibility studies, procurements, designs, implements, and product evaluations. The incumbent provides guidance and management support to technical staff in identifying, isolating, and resolving the most complex issues. The incumbent keeps abreast of and understands emerging technology trends, and the applicability and</p>	

practical application to program partners' evolving business and operating models. The incumbent's role is based on the magnitude, complexity, and expert-level knowledge and skills required to support the department and the Medicaid program that spans outside of the department. The incumbent advises internal and external executives, advises and collaborates with other states, and facilitates and leads policies and standards all to ensure the integration and interoperability of multiple architecture platforms and systems.

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.

Description of Duties: Under the broad administrative and policy direction of (ITM II, the ITM I leads the ITCESS. The incumbent must uphold a high level of interpersonal, negotiation, and partnership skills to collaborate with internal and external partners and stakeholders to obtain desired business outcomes of the programs, projects, and executives; act as a bridge between technical and business audiences. The incumbent provides services to the Department of Health Care Services (DHCS) to increase effectiveness and efficiency and communicates the benefits to executives and stakeholders in verbal, written, and presentational forms. The incumbent must:

- Understand and possess knowledge of the program/business roadmap from an enterprise perspective and conduct Business Process Mapping as appropriate.
- Understand programs, IT operation processes, portfolio of projects, Business and Technical Services Catalogs etc., and how they align to the programs.
- Understand DHCS IT standards, policies, procedures and industry best practices to manage and direct high-level system designs, specifications, and documentation to implement complex solutions.
- Understand the State budgetary process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies in assuring quality control and system dependability.
- Prepare documentation, proposals, and justifications, such as feasibility studies, procurement documents, technical specifications, etc.
- Build relationships with the program, information technology, and other key resources impacted.
- Ensure business and technical stakeholders are working consistently across domains to support the department's vision and strategy.
- Maintain knowledge on business and technology trends that affect the business environment.
- Ensures that technology investments enhance business capabilities and execute on business objectives.

<p>40% Of Time</p>	<p>Essential Functions</p>
	<p>Customer Engagement and Supervision Provides internal management consultancy services to business leaders, business units and lines of business, helping them with business modeling, IT investment analysis, business case, etc. Seeks ways to drive adoptions of new technology and reuse existing technology for enabling business capabilities. Participates in IT and Enterprise Governance to identify business, information, solution, technical, and security architecture issues at the front end of the project life cycle, and with product managers and product owners at the different stages of the Agile and product lifecycle. Collaborates with other IT functional areas to remain apprised of projects, products, and services. Keeps IT teams aware of key patterns of business customer issues, identifying and resolving potential problems and conflicts. Develops business capability models and customer journey maps to guide agile teams in developing their minimum viable products and drive business outcomes. Works with business and IT executives to help understand their business and operating models by making the business model clear and explicit.</p> <p>Provides consultation and strategic expertise to customers in defining requirements regarding modernization initiatives. Initiate and develop relationships with business users in order to build rapport and credibility as well as develop a deep knowledge of assigned program area(s).</p> <p>The ITM I leads and manages the day-to-day activities and workload of the multi-disciplinary ITCESS team to ensure goals and objectives are met. Supervision responsibilities include staff recruitment, hiring, supervision, training, development, and evaluation. Empowers staff to make decisions commensurate to their level of responsibilities so that they can effectively complete their tasks. Establishes performance standards and expectations as well as monitors staff achievement towards those benchmarks. Conducts probationary reviews, annual Performance Appraisal Summaries, constructive intervention, corrective and disciplinary actions, and training to enhance personnel growth. Establishes reasonable deadlines and monitors staff's workload to ensure tasks are completed accurately and timely. Provides advice and consultation to staff on the most difficult and sensitive work issues. Recognizes exemplary staff and team achievements. Provides leadership, supervision, and direction to the ITCESS staff in carrying out the most complex technical assignments, projects, and mission critical functions. Coordinates and directs multiple project priorities. Reviews and evaluates business and technical requirements and proposals. Manages, trains, and assists staff in planning for future growth of the program support service elements. Provides advanced business and technical direction to staff in planning for program support and services performed. Directs staff through complex business and technical analysis and corresponding documentation of business and system requirements and identification of appropriate technology solutions. Provides leadership to budget drills, procurement efforts and asset management efforts.</p> <p>Acts as backup branch chief. The incumbent ensures collection, compilation and submission of required status and other reports. The incumbent collaborates with peers to promote cross training opportunities and participation in establishing strategic branch wide processes and methodologies. The ITM I is responsible for the continuous training and knowledge sharing/transfer to peers and staff. The ITM I assesses training needs, develops and implements training plans, and conducts annual performance evaluations and identifies and resolves staff performance issues. The ITM I must effectively communicate orally and in writing at all levels of the department including stakeholders, customers, managers, staff, and the public. The ITM I must be able to lead and participate in conferences, meetings, or presentations involving issues of considerable consequence or opposing views and is able to achieve a satisfactory decision or compromise solution. The ITM I must be able to make effective presentations to management regarding the adoption of new technologies and services.</p>

<p>35%</p>	<p>Supports Strategy Formulation/Enables Organizational Change and IT Investments Collaborates with enterprise stakeholders and facilitates the formulation of business cases. Engage key business stakeholders to identify business and technology-enabled innovation opportunities that enable program outcomes. Constructing/utilizing actionable deliverables to demonstrate how to move the business toward realizing targeted business outcomes and to help the business and IT leaders identify and make informed IT investment decisions. Deliverables include, but are not limited to, business outcome statements, strategy on a page, scenario planning, business capability modeling, business process models, customer and user profiling, journey maps, human-centric design, and investment roadmaps.</p> <p>Leads the team of IT Customer Engagement Business Architects (including state staff and consultants) in research, analysis, and evaluations of new technologies to provide enterprise solutions to meet business needs. Presents analysis of new business analysis technologies available that will meet business needs to upper management. Analyze customer business/IT needs and issues. Understand the complex business processes and customer requirements to align to and ensure technology solutions meet the business needs. Understand the organization’s business processes and needs, its mission, and its position within the State’s overall business enterprise.</p> <p>Perform research and take advantage of learning and development opportunities to gain an understanding of business strategies, and industry and technology trends. Lead/facilitate the creation of business cases and roadmaps. Advocate within IT, helping the delivery teams better understand business strategies and actions.</p> <p>Maintain regular contact with program staff, IT staff, vendors, and external entities to coordinate problem solving and ensure conformity of methods and practices. Demonstrates effective communication and organization skills when working with customers, peers, management, and other agencies, departments, or external entities.</p>
<p>20%</p>	<p>Business Analysis / Systems Analysis / Project Support The ITM I provides leadership and guidance to staff in the assessment and analysis of complex business and system requirements in order to develop program support solutions for the Department. The ITM I leads and participates in the development of concept papers, plans, budgets, schedules, standards, and policies for medium to large-scale projects of department-wide impact. The ITM I meets with other technical staff and management in scheduling resources, developing timelines, and resolving issues. The ITM I prepares documentation, proposals, and justifications, such as procurement documents, technical specifications, etc. The ITM I follows and manages DHCS standards for customer engagement and quality assurance. Must have an in-depth understanding of DHCS IT standards, policies and procedures and industry best practices to manage and direct high-level system designs, specifications, and documentation to implement complex solutions. The ITM I must have significant project management experience to direct, schedule, and support medium to large-scale projects of department-wide scope.</p> <p>Possesses the interpersonal communication and leadership skills necessary to serve in a lead capacity on larger more complex projects. Communicates effectively, both orally and in writing with all levels of staff. Possesses an understanding of the State budgetary process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies in assuring quality control and system dependability. Reviews and provides feedback on multiple deliverables that may impact departmental projects/programs, including but not limited to state and federal funding documents,</p>

	solicitations, contracts/amendments, maintenance and operation deliverables and other deliverables as required.
5% Of Time	Marginal Functions
	<p>Other Duties</p> <p>The incumbent performs other duties as required, including but not limited to training, research, consulting, and/or unplanned projects and initiatives.</p>
<p>Supervision Received: <u>Under Administrative Direction</u></p> <p>Of the (enter supervisor classification): Enterprise Strategy and Services Branch Chief (ITM II).</p>	
<p>Supervision Exercised: (check all that apply)</p> <p> <input type="checkbox"/> Clerical Staff <input checked="" type="checkbox"/> Analytical Staff <input checked="" type="checkbox"/> Technical Staff <input checked="" type="checkbox"/> Professional Staff <input type="checkbox"/> Supervisory Staff <input type="checkbox"/> Managerial Staff <input type="checkbox"/> Non-Supervisory Classification/None </p>	
<p>Special Requirements:</p> <p> <input type="checkbox"/> Medical Evaluation/Clearance <input type="checkbox"/> Typing Certificate <input type="checkbox"/> Valid Driver’s License <input type="checkbox"/> Background/Finger Printing Clearance <input type="checkbox"/> Valid Professional License (please specify): _____ </p>	
<p>Desirable Qualifications:</p> <ul style="list-style-type: none"> • Track record of successful team leadership, emphasizing supervision, coaching, and talent development. • Ability to convey ideas clearly and foster collaboration among team members. • Demonstrated capability to identify and resolve challenges, ensuring smooth workflow and goal achievement. • Extensive visualization, communication, listening, and facilitation experience interfacing with all levels of professionals. • Proficiency in delegation to empower team members while optimizing task assignments. • Aptitude for long-term strategic planning to guide the team towards overarching objectives. • Openness to change and the ability to adapt quickly in dynamic business environments. • Skillful navigation of conflicts to maintain a harmonious work environment. • Strong decision-making skills to evaluate options, anticipate consequences, and make informed choices. • Excellent relationship management skills across a diverse range of stakeholders, particularly at senior levels. • Commitment to achieving goals and setting high standards for oneself and the team. • Effective management of multiple tasks, projects, and deadlines with strong organizational acumen. 	

- Ownership of decisions and actions, with a proactive approach to address challenges.
- Experience working on multiple types of information technology projects and integrated solutions.
- Ability to present complex technical ideas and concepts to non-technical audiences.

Working Conditions (Check all that apply):

Prolonged Periods of:

Travel May be Required:

Standing Sitting Kneeling Bending

Occasional Over Night

Requires Lifting of Heavy Objects up to: _____

Acknowledgements:

Human Resources Acknowledgement: The Human Resources Division has reviewed and approved this duty statement as of _____.

Employee Acknowledgement: I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:	Employee Signature:	Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:	Supervisor Signature:	Date: