

Duty Statement

Classification: Information Technology Manager II	
Working Title: Enterprise Strategy and Services Branch Chief	
Program: Enterprise Technology Services (ETS)	
Division: Information Technology Strategy Services (ITSSD)	Branch: Enterprise Strategy & Services (ESSB)
Section:	Unit:
COI Classification: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Position Number: 802-383-1406-001
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:
<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: The ITM II will particularly focus on formulating and managing the IT Product Delivery backlog to ensure alignment with overarching organizational goals and objectives. The IT Product delivery backlog serves as the list of IT products and enterprise capabilities that shall be delivered by the collective IT teams across the organization to support DHCS strategic priorities.</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>	
<p>Description of Duties: The ITM II will own IT Product Delivery Backlog Management. The ITM II will lead the setting and prioritizing of strategic investment decisions about IT Product Delivery and will oversee execution of the IT Product Delivery backlog to align with the organization's strategy. This includes:</p> <ul style="list-style-type: none"> • Oversee intake and assessment processes for new IT needs, customer relationship management, and technical knowledge management support services. • Set overall architecture direction, ensuring there is a defined future target state and that product investments are aligned to that target. • Coordinate with cross-functional and cross-organizational teams to define product requirements and specifications for delivery teams, ensuring product alignment to technology standards. • Communicate about IT product backlogs with senior management, stakeholders, and federal and state partners for alignment. 	

The ITM II will also own IT Governance and Decision Management. The ITM II will lead the decision making and governance processes for IT to align operational activities with the organization’s strategy. This includes:

- Lead development of technology strategies, policies, standards, and outcomes.
- Facilitate IT governance decision-making and support, ensuring strategic alignment across various initiatives and processes.

The ITM II will manage the ESSB organization as part of the ETS leadership team. The incumbent will plan, organize, lead, and direct the activities of the multi-disciplinary staff of ESSB, which include state and contract employees. This includes:

- Establish and lead planning, tracking, and management of ESSB services, standards and policy development in alignment with organizational strategy.
- Provide the full range of management and supervision of staff to plan, execute and control branch activities necessary to support DHCS priorities, projects, and initiatives.
- Review and make decisions on complex operational (day-to-day) activities to provide guidance to staff in the performance of their work and resolve issues and impediments.
- Recruit, hire, train, and evaluate subordinate staff.

The duties for this position are focused on Business Technology Management, System Engineering, and Software Engineering with some focus in IT Project Management, Client Services, and Information Security Engineering domains of the California Department of Human Resources (CalHR) Information Technology Series Allocation Guidelines.

% Of Time	Essential Functions
35%	<p>IT Product Delivery Backlog Management</p> <p>Lead the strategic maturity and operational excellence of the ESSB by developing services and maturing teams’ responsible comprehensive ownership of IT Product Delivery Backlog Management, a role that involves meticulous oversight of the full cycle of IT product delivery. Lead the establishment, prioritization, and execution of the IT Product Delivery backlog, effectively synchronizing it with the organization's overarching strategy. Central to this role are functions like overseeing the intake and assessment processes for new IT needs, setting the target architecture for the enterprise, steering customer relationship management, and providing robust technical knowledge management support services. By skillfully maneuvering these multifaceted responsibilities, ensure that the backlog addresses current and future organizational needs, thereby facilitating strategic investment decisions.</p> <p>Lead and collaborate with cross-functional and cross-organizational teams in defining product requirements and specifications that meet business needs and are in compliance with established technology standards. Own responsibility for setting overall architecture direction, ensuring there is a defined future target state and that IT product investments are aligned to that target.</p> <p>Serve as a communication bridge, liaising between various entities within the organization as well as with external partners. Frequently communicate the status, priorities, and strategic</p>

<p>30%</p> <p>30%</p>	<p>alignment of IT product backlogs to senior management, stakeholders, and federal and state partners.</p> <p>IT Governance and Decision Management</p> <p>Lead IT governance decision-making. Design and manage IT decision process to ensure strategic alignment across a myriad of organizational initiatives and processes. Do this by uniting various teams and stakeholders under a cohesive strategy.</p> <p>Craft and lead the organization's technology strategies, policies, standards, and outcomes to maintaining regulatory compliance and operational excellence in achievement of organizational strategic objectives.</p> <p>ETS Leadership</p> <p>Plan, organize, direct, and evaluate the work of multidisciplinary staff of state and contract employees. Provide the full range of management and supervision of staff to plan, execute and control branch activities necessary to support DHCS priorities, projects, and initiatives. Review and make decisions on complex operational (day-to-day) activities to provide guidance to staff in the performance of their work. Resolve issues and impediments. Recruit, hire, train, and evaluate subordinate staff.</p> <p>Participate as a member of the ITSSD senior leadership team to establish the strategic vision and direction for DHCS products and services, and plan projects and initiatives necessary to facilitate the effective and efficient delivery of products and services to DHCS customers and stakeholders.</p> <p>Represent the ITSSD/ESSB at executive level meetings to receive and relay information; participate in decision-making; and facilitate executive level planning to establish and achieve DHCS strategic goals and priorities. Provide status reports and briefings to the Division Chief, Chief Information Officer, and internal and external stakeholders, including State control agencies, and the federal government regarding project status.</p>
<p>% Of Time</p>	<p>Marginal Functions</p>
<p>5%</p>	<p>Other Duties</p> <p>Other duties as required.</p>
<p>Supervision Received: <u>Under Administrative Direction</u> Of the (enter supervisor classification): ITSSD Chief, a CEA B</p>	

Supervision Exercised: (check all that apply)		<input type="checkbox"/> Non-Supervisory Classification/None
<input type="checkbox"/> Clerical Staff	<input checked="" type="checkbox"/> Analytical Staff	<input checked="" type="checkbox"/> Technical Staff
<input checked="" type="checkbox"/> Professional Staff	<input checked="" type="checkbox"/> Supervisory Staff	<input checked="" type="checkbox"/> Managerial Staff
Special Requirements:		
<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): _____		
Desirable Qualifications:		
Leadership		
<ul style="list-style-type: none"> • Ability to set policy, strategic direction and best practices in the delivery of complex digital applications and information technology products. • Demonstrate strong influencing, negotiation and communication skills (written, verbal, presentation). • Ability to exercise good critical thinking skills to guide decision making and managing challenging problems and issues before recommending solutions. • Ability to communicate professionally and effectively, both verbally and in writing. • Ability to identify and troubleshoot issues and mitigate risks that become barriers to timely completion of DHCS strategic priorities and workloads. • Highly organized and analytical, with the ability to manage workflow in a deadline-oriented environment. • Highly collaborative, with keen ability to listen to other perspectives and work as a team to identify and deliver solutions. • Servant leader with the ability to motivate teams and set clear priorities. • Ability to exercise a high degree of initiative; have independence of action and originality; demonstrate tact and exercise sound judgment that recognizes the best interests of the State and our work efforts. • Effective communication skills. • Ability to develop and maintain effective and cooperative working relationships. • Ability to easily adapt to changing priorities. 		
Administrative Support Services		
<ul style="list-style-type: none"> • APD Development • Contract procurements of goods and services • Budget development and management • Oversight coordination including with CDT and DGS state procurement processes • Legislature Briefings • Work Order Authorization coordination 		
Agile		
<ul style="list-style-type: none"> • Willingness to develop and follow agile workload management practices • Experience using agile framework tools, including use of Jira to support status and other workload reporting 		

Working Conditions (Check all that apply): Prolonged Periods of: Travel May be Required: <input type="checkbox"/> Standing <input type="checkbox"/> Sitting <input type="checkbox"/> Kneeling <input type="checkbox"/> Bending <input type="checkbox"/> Occasional <input type="checkbox"/> 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: