

Duty Statement

Classification: Information Technology Manager I	
Working Title: Chief, Business Automation Services Section	
Program: Enterprise Technology Services	
Division: MESMD	Branch: Data Services and Automation
Section: Business Automation Services Section	Unit: N/A
COI Classification: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Position Number: 802-361-1405-XXX
Telework Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Maximum Telework Days: 4 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>This position performs within the System Engineering, Software Engineering, Project Management, and Business Technology Management domains. Under the general direction and guidance of the Data Services and Automation Branch (DSAB) Chief within the Medi-Cal Enterprise Systems Modernization Division (MESMD), the Information Technology Manager I (ITM I) will plan, organize, and direct activities involved in the determining the priorities and staffing levels within the Business Automation Services Section (BASS). The ITM I's primary duties will focus on working with business and technology leadership and teams in varying capacities to identify, document, develop, test, and implement sound solutions that will automate business functions and empower users to focus on less mundane tasks. The ITM I will work directly with the Departments Medi-Cal based programs and their senior management to identify current and future opportunities and business processes that encompass a lot of manual overhead and can be automated leveraging existing assets such as SharePoint and ServiceNow, and automation tools as well such as UiPath, Onbase, and other Robotic Process Automation (RPA) tools and technologies. The ITM I will manage technology specialists and contractors who will support Departmental automation needs, and service and support the software and technologies to provide these capabilities. They will work closely with Business and Technology experts to maintain, test, and implement automated business solutions within the Department of Health Care Services (DHCS). Maintains procurement related documents, manages expenditures, and contractors as needed. Oversees Budget Change Proposals (BCPs) and Advance Planning Documents (APDs) as necessary for funding projects and work efforts.</p> <p>Supervision Received: Under the general direction of the DSAB Chief.</p> <p>Supervision Exercised: Supervises staff in the IT Supervisor II, IT Specialist II, and IT Specialist I classifications as well as contract staff.</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
50%	<p>Description of Duties:</p> <p>The ITM I duties include the management of the BASS, their staff, contractors, incoming workload, customer expectations, and ensuring necessary funding is secured to support related workload and contract resources. The ITM I ensures that contract staff provide appropriate knowledge transfer to state staff. Ensures state staff are provided the appropriate training & tools to be successful and support Business Automation technologies such as UiPath, Onbase, MicroSoft Power Platform, and leveraging existing assets where appropriate such as SharePoint and ServiceNow. Stays abreast of the technological evolution and explores products to assist in streamlining automation objectives. Oversees contracts as needed and works closely with contract managers to provide oversight and approves all contract artifacts before submitting them for executive approval. Maintains current automation solutions and modernizes as needed minimizing technical debt when feasible. Works with Department Senior technology leaders in identifying and supporting automation needs of the Department and delivers timely and secured enterprise solutions securely. The ITM I will recommend Automation practices and policies and provide recommendations for base technologies to be used and leveraged by DHCS staff.</p> <p>Business Automation Administration</p> <p>1A. Responsible for all aspects of Business Automation, system integrity, system performance, technology selection recommendations, and for giving direction to contractors and state staff to ensure that system operations conform to policies, standards, and industry best practices in managing and supporting the Departments business and automation needs. Provides direction and guidance to the IT Supervisor II (IT Sup II) in all aspects of vendor and technical staff management regarding the ongoing support and maintenance of the Business Automation team's responsibilities and overall ecosystem. Ensures that the design, development, and any modifications of system hardware and software components align with best practices within DHCS and the industry ensuring automation objectives do not negatively affect system performance, and meet automation needs across the Department.</p> <p>1B. Responsible for the overall planning, design, development, project oversight system maintenance, change and release management, and oversight of enterprise automation solutions. Under the direction of the DSAB Chief, the ITM I will work closely with the various programs to ensure that enterprise automation initiatives align and support their current and future automation and business streamlining needs.</p> <p>1C. Recruits, hires, trains, and evaluates subordinate staff. Provides staff oversight and sends staff to requisite training to facilitate their success.</p>

Description of Duties	
% Of Time	Essential Functions
25%	<p>Project Support</p> <p>2A. Actively participates in all project meetings related to automation of business processes and provides consultation to customers and project teams regarding the design, development, discovery, testing, implementation and support of automated business processes and automated business solutions. Provides support and direction for automation related activities as they pertain to the operational integrity of streamlined systems keeping an eye out for technical debt and opportunities to retire redundant solutions and/or technologies.</p> <p>2B. Collaborates with stakeholders, programs, sponsors, and other Departments concerning any Centers for Medicare and Medicaid Services (CMS) related certification activities to ensure that any automation requirements and solutions conform to the Transformed Medicaid Statistical Information System (T-MSIS) initiatives due to requirements mandated as CMS certification guidelines.</p>
20%	<p>Business Automation Finances and Overall Procedures</p> <p>3A. Responsible for writing as needed BCP, APD, and Policy Changes as needed for funding in support of Automation projects and projects that leverage Automation opportunities. Required to present material either verbally or in writing to different audiences as needed. Supports senior leadership in answering questions from Control Departments like Calif Dept Technology, and Dept of Finance, and represent when requested.</p> <p>3B. Works closely with senior leadership in the development and enforcement of best practices and procedures for developing automated solutions and integrating with other systems as needed while keeping a watchful eye on limiting enterprise technical debt and incorporating best practices. Leverages industry standards and best practices related to RPA, machine learning, and other automation solutions and technologies as needed.</p>
% Of Time	Marginal Functions
5%	Other duties as required.

Supervision Received: Under General Direction**Of the (enter supervisor classification):** Information Technology Manager II (ITM II)

Supervision Exercised: (check all that apply) Non-Supervisory Classification / None

Clerical Staff Analytical Staff Technical Staff

Professional Staff Supervisory Staff Managerial Staff

Special Requirements:

Medical Evaluation /Clearance Typing Certificate Valid Driver's License

Background Check / Finger Printing Clearance

Valid Professional License (please specify): _____

Desirable Qualifications:

5+ years previous management experience
 Familiar with State Budget Process, and securing state and federal funds for work efforts
 Experience with Modern Technologies and Robotics Process Automation (RPA)
 Experience with Machine Learning and Automation tools including UiPath, Onbase, Sharepoint, and ServiceNow.
 Good communication skills both written and verbal
 Good team player and compassionate leader
 Experienced with Medi-Cal program and Medicare
 Experienced working with executive leadership and presenting materials when needed

Working Conditions (Check all that apply):

Prolonged Periods of: Standing Sitting Kneeling Bending

Travel May be Required: 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: