

**State of California
Business, Consumer Services and Housing Agency
California Department of Housing and Community Development
DUTY STATEMENT**

Division: Administration and Management
Unit: Information Technology Branch
Position Number: 401-111-1405-002 (PS 1967)
Classification: Information Technology Manager I
Working Title: Chief Project Officer
Location: Sacramento Headquarters
Incumbent: Vacant
Effective Date: TBD

Department Statement: You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department's mission.

Job Summary: Under general direction of the Chief Information Officer (CIO), the Information Technology Manager I (ITM I), Chief Project Officer, has full management responsibility for the Project Management Office (PMO) and provides overall direction in planning, organizing, leading and overseeing all activities associated with IT project management, business analysis, and quality management functions to deliver IT projects ensuring customer needs are met. The incumbent develops and maintains IT polices, processes, procedures, standards, and guidelines for PMO functions and collaborates with the CIO to envision and execute the IT strategic plans and roadmaps to support the department's business needs. This position will provide services from IT domains of Business Technology Management, Software Engineering, System Engineering, and Information Technology Project Management.

% of Time	Essential Functions:
50%	<p>Project Management</p> <p>Provide leadership, supervision, guidance, mentoring, and support for project management team on all activities associated with IT project management. Collaborate with customers, formulate, and prioritize projects and ensure that IT projects are undertaken with clear business objectives. Lead and facilitate alternatives analysis and solution selection activities to select feasible and most effective solutions to achieve business objectives. Lead and facilitate project planning activities and develop realistic schedules and cost estimates. Manage, oversee, provide guidance, and/or perform activities on the preparation of appropriate project initiation, project planning, execution, or project change documents for IT management and Executive Leadership, California Business, Consumer Services and Housing (BCSH) Agency, and California Department of</p>

Technology (CDT) for review and coordinate their approvals. Establish and maintain industry-recognized project management methodologies in alignment with Project Management Body of Knowledge (PMBOK), California Project Management Framework (CA-PMF), and modern IT Systems Development Life Cycle methodologies to manage IT projects. Provide oversight to all phases of IT projects, monitor projects' progress, risks, and issues, and implement preventive and corrective actions as necessary, and ensure that the project milestones and deliverables are accomplished within the planned costs and schedules. Manage multiple IT projects concurrently, evaluate project management effectiveness, identify opportunities for improvement and serve as a point of contact for all project management issues that requires escalation. Ensure all project-related reporting to IT management and executive staff, as well as external agencies, is completed. Collaborate with IT management, facilitate and oversee the use of State and departmental processes to procure technology, services, and other IT goods, and to ensure compliance with State and departmental procurement policies.

25%

Business Analysis and Quality Management

Provide leadership, supervision, guidance, mentoring, and support for the business analysis and quality assurance teams on all activities associated with building business requirements, designing process flows, and planning, preparing, and executing various testing and quality assurance activities to ensure IT systems meet customer needs. Serve as a liaison between IT and business teams and proactively facilitate the resolution of business and quality issues. Work collaboratively with cross-functional teams including IT operations and development teams and support the design, development and implementation of IT systems based on the requirements and analysis. Develop and manage relationships with relevant stakeholders and serve as bridge between the IT teams and program teams to plan and execute user acceptance tests. Perform market research, study IT trends and best practices, and evaluate emerging technologies to be continuously prepared for providing innovative and cost-effective solutions to support the strategic business needs of the department. Evaluate the effectiveness of the requirements, quality, change, defect and issue management tools and processes, identify opportunities for improvement and lead their implementation. Develop and implement quality metrics and ensure all quality-related reporting to IT management and executive staff, as well as external agencies, is completed.

10%

Personnel Management

Create and maintain a team of talented IT professionals and foster an environment of trust and success, where highly qualified and high-performing staff are retained. Establish performance standards and expectations to staff and offer clarity, guidance, sound judgement, and discretion to positively influence staff in achieving successful outcomes. Establish and uphold a culture of customer service to internal and external stakeholders. Manage the administrative processes

(vacation, sick leave, overtime, timesheets, and travel authorization) to ensure sufficient coverage and support. Ensure staff has appropriate training and skills necessary to effectively perform tasks and carryout responsibilities.

10%

Planning and Administration

Participate in the development and management of short and long-range plans encompassing both strategic and operational needs including budget and staffing plans. Prepare, negotiate, and present PMO budget and other funding proposals. Monitor expenditures and operate within budget allocation. Ensure that PMO meets all administrative and IT mandates, departmental and statewide policies and procedures, and control agency guidelines.

% of Time

Marginal Functions:

5%

Meet as appropriate with other ITB managers and the CIO to share information. Conduct periodic meetings to keep staff apprised of section, branch, and departmental updates. Perform other related duties, as assigned, to ensure efficient and effective achievement of organization's goals and objectives.

Special Requirements: (Define all that apply)

Travel: Up to 5% overnight travel throughout the state may be required.

Supervision Exercised: The incumbent directly supervises a variety of IT professionals in various classifications ranging from IT Specialist I to IT Supervisor II. The incumbent may also manage vendors in their performance of work activities associated with the PMO. The incumbent may also collaborate with multi-disciplinary teams drawn from within other IT sections to ensure success of the information technology projects.

Conflict of Interest (COI): Form 700 reporting required

Background Check: None

Live Scan: None

Bilingual, specify language: None

License/Certification: None

Medical Clearance: None

Other, please specify: This position requires strong organizational, technical, written and management skills and an aptitude toward learning and applying technical knowledge. Since the incumbent will be in frequent contact with users, he/she should possess excellent interpersonal communication skills.

Physical Requirements: The position requires the ability to sit, stand, read, communicate, and work on a computer for extended periods of time.

Working Conditions (In Office): The incumbent works in an office setting in an air conditioned, high-rise building with elevator access, cubicle, or office with natural and artificial lighting.

Working Conditions (Telework): The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Department's Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

Administrative Responsibility: The ITM I is responsible for all management functions of the PMO, including performance appraisals, hiring, etc. Additionally, the incumbent has contract management responsibility for all contracts associated with the PMO.

Personal Contacts: The incumbent will have daily and frequent contact with all levels of Department management and vendors and contract staff. Additionally, the incumbent will participate in interdepartmental user groups.

Consequence of Action: The ITM I will function with a high degree of independence and is required to have accurate prioritization skills, excellent organizational skills, excellent communication, and problem assessment and resolution skills. The ITM I must be aware of, and able to properly apply, all applicable state rules, regulations, laws, processes, and procedures to each functional area of responsibility. Poor decision making or failure to make correct recommendations would adversely impact the delivery of IT projects and initiatives. Consequence of error may have statewide and enterprise-wide impacts including lost funding, project failure, poor customer service, risk exposure, loss of business continuity, and budget implications.

Diversity, Equity and Inclusion: All employees at HCD are expected to uphold the values of diversity, equity and inclusion (DEI) which includes being committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences feel welcomed and can thrive. Staff are expected to be respectful of differences, treat others with respect, encourage others to participate, foster innovations, and stay committed to all DEI efforts in the workplace.

Equal Employment Opportunity: All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they meet during work hours, during work-related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Employee Name: _____

Date: _____

Employee Signature: _____

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

Supervisor Name: _____

Date: _____

Supervisor Signature: _____

*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.