

DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
ENTERPRISE SERVICES BUREAU

JOB TITLE: Information Technology Manager II (ITM II)

POSITION NUMBER: 869-1406-001

INCUMBENT: Vacant

STATEMENT OF DUTIES: Under the general direction of the Enterprise Services Bureau (ESB) Director, the ITM II will be responsible for the management and delivery of the Department of Justice (DOJ) Firearms Information Technology Systems Modernization (FITSM) Project through the California Department of Technology Project Approval Lifecycle (PAL) stage 2 to 4 and through implementation of the project. The ITM II will act as a Project Manager (PM) and is responsible for ensuring that the necessary project management and planning methodologies and practices are in place for the successful completion and development of all PAL deliverables and artifacts and implementation of the approved project solution in accordance with state IT and Security policies (State Administrative Manual, Statewide Information Management Manual, State Contract Manual) and industry standards (Project Management Body of Knowledge (PMBOK), Business Analysis Body of Knowledge (BABOK), Institute of Electrical and Electronics Engineering (IEEE), National Institute of Standards and Technology (NIST), etc.). The PM will be responsible for the overall FITSM Project, resource, workload, and budget management, overseeing all project and development lifecycle phases that include the PAL and subsequent FITSM Project development and implementation phases. The PM will be responsible for ensuring the project produces quality products and delivers a solution with features and functions that satisfy the DOJ's business needs, and adds value to the organization's overall mission. The PM will be responsible for managing and overseeing engagements, escalations, responses, and decision making processes that involve Governance Team members and Key Stakeholders that consist of internal and external members (CJIS and BOF Division Chiefs, CDT Oversight, IV&V, DOF IT Consulting Unit, Steering Committee, LAO, Legislature, OLA, etc.). The PM will be responsible for directing, managing, and overseeing the planning, outreach, procurement, and implementation activities required for the re-engineering of thirty four (34) Business Processes and replacement of seventeen (17) firearms systems that impact thousands of internal and external users (Firearms Manufacturers, Dealers, LEAs for 58 counties, etc.). The PM will be responsible for directing, managing, providing guidance, and overseeing the FITSM Project teams on all project activities and responsibilities that include a Business Team composed of Business Manager(s), Business Leads, Consultant Business Analysts and Subject Matter Experts(SMEs) from the Division of Law Enforcement (DLE), Bureau of Firearms(BOF), the Bureau of Criminal Information and Analysis, the Justice Data & Investigative Services (JDIS) Bureau; a Technical Team, which will consist of a Technical Manager (ITS III), a Technical Architect(ITS III), Technical Consultants, Technical SMEs, a Data Scientist and Data Team, QA/Testing Manager (ITS Sup II), QA/Testing Lead and

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Analyst, and Implementation Team; and a Project Management Team, which consist of a Procurement Manager ITS II (Solution Procurement), Cost Manager and Resource Manager ITS I, & Contract Manager ITS I (Ancillary Procurement), a Scope and Requirements Manager (ITS II), PM Consultant, Organizational Change Management (OCM) consultants and OCM Team, a Training Coordinator (classification TBD) and Training Team.

PRIMARY DOMAIN: Business Technology Management: The management of information technology resources according to an organization's priorities and needs.

SECONDARY DOMAIN(S): Client Services: The full lifecycle of end-user device solutions, including evaluation, configuration, provisioning, training, security, tracking, and support for an end-user computing environment

SUPERVISION RECEIVED: Under the general direction of the CJIS Enterprise Services Bureau (ESB), Bureau Director.

SUPERVISION EXERCISED: The incumbent will supervise an Information Technology Manager I, state Information Technology (IT) resources (Information Technology Specialist I and IIs), program, and vendor resources (Business Analysts Technical Leads, Sr. Technical leads and Project Management Consultants).

TYPICAL PHYSICAL DEMANDS: Ability to work at a computer terminal for extended periods of time and to lift, carry, and move up to 20 pounds.

TYPICAL WORKING CONDITIONS: Enclosed windowed office in a smoke-free environment.

ESSENTIAL FUNCTIONS:

40% Project Planning, Management, and Leadership

- Plans, manages, directs, and oversees the most complex PAL planning activities and documentation; Maintains close oversight of project team and program areas in the development and submission of PAL documentation in a timely manner.
- Utilizing matrix organizational structures, plans, secures, coordinates, and organizes the project resources (state and contract) and project workload to move the FITSM Project towards completion, including strategic resource management, personnel, smart budgeting, technology, and intellectual property. Identifies and manages risks and issues, and clear communications across multi-disciplinary teams and stakeholders.
- Leads, manages, oversees, provides guidance and direction to project staff on all project planning, management and monitoring of business objectives, business process and legacy system changes, implementation, close-out policies, standards, and processes to ensure consistency across the project.
- Leads, manages, oversees, directs, and provides guidance to project team on methodologies for managing business and legacy system project through the life of the FITSM Project to ensure delivered functionality meets business needs.

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- Leads, manages, directs, and provides guidance to project team managers on the planning and management of respective team resources, activities, and project performance. Identifies and implements opportunities for improvement, and serves as a point of contact for issues requiring escalation.
- Provides leadership, coaching, guidance, direction, and mentorship to in-direct reporting staff.
- Leads, manages, directs, and provides guidance to the project team in the development, implementation, and establishment of techniques, methodologies, and tools that will assist with ensuring the viability and benefits of solution(s) are evaluated and confirmed in accordance with state policies and standards.
- Leads, manages, directs, and provides guidance to project team on the development, implementation, of all the FITSM Project planning, management, and development lifecycle strategies, approaches, processes, and tools that ensures compliance with State (SAM, SIMM, SCM, IEEE, etc.) and the DOJ policies, standards and processes.
- Ensures FITSM Project team resources possess, acquire, and perform the required skill sets needed for performing assigned roles and responsibilities effectively and efficiently and in alignment with policies, standards, processes, guidelines, and tools by establishing and monitoring performance metrics.
- Leads, directs, and provides guidance to the project team in identifying the major work packages required to implement the project, the development and management of work breakdown structures that include the tasks to be performed, duration, and estimated resources needed in all phases of the project and development lifecycle.
- Leads, oversees, provides direction and guidance on the preparation of detailed project plans based on the work packages that include cost and schedule estimates to establish and manage baselines for effective management of the project.
- Leads, manages, oversees, provides guidance, and direction on the development, preparation, and management of Budget Change Proposal (BCP) packages, requested resources and funds, and develops responses to the Department of Finance (DOF) and Legislative Analyst Office (LAO) on all questions and/or inquiries related to FITSM Project BCPs.
- Performs initial and ongoing risk assessments to identify potential project risks and impacts. Assign risk owners and collaborate with risk owners and project team to ensure the appropriate contingency plans to mitigate or reduce potential risks, are defined, approved, and implemented.
- Manages, directs, and oversees project progress, status tracking, reporting methodologies and processes to ensure consistent schedule performance metrics for evaluating actual schedule versus projected are applied for accurate reporting.
- Prepares, leads, oversees, coordinates, and monitors compliance with corrective action plans for outstanding issues, work products, and/or project activities across all project teams.
- Prepares, manages, leads, and/or oversees communication plans to ensure the project establishes and conducts the appropriate levels of communications and reporting to the project team and the various stakeholders (internal/external).

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- Organize, lead, and/or facilitate project planning sessions, documents, goals, objectives, and actions needed to accomplish assignments in an orderly and timely manner.
- Develop, manage, and maintain communication and working relationships within the Project Management and Procurement Branch (PMPB), the California Justice Information Services (CJIS) Division, and the DOJ Divisions, as well as with external and other governmental agencies at all levels, while addressing various FITSM Project inquiries, from internal and external constituents, as needed.
- Coordinate project tasks to help keep the FITSM project on schedule, within budget and is responsible for identifying and quantifying any issues and risks affecting project objectives. Mitigate and manage project risks throughout the project lifecycle, including reporting, resolution, tracking issues and management of outstanding issues.
- Coordinate project-related issues. Review and resolve project issues. Direct the project management functions, and oversee the work of multiple contract vendors and the overall project team.
- Represent the DOJ and develop documented responses, updates, reports, and remediation plans for all external (CDT-IPO, DOF-ITCU, LAO, Legislature, etc.) and internal stakeholder inquiries, assessment findings, and mandatory reporting requirements related to the FITSM Project.

40% Implementation Readiness, Management, and Implementation

- Leads, manages, oversees, directs, and provides guidance to project teams on the full range of management and supervision tasks related to managing, coordinating, and ensuring timely completion of the various FITSM Project workload, personnel planning, management, development, and retention needs during the project implementation phases.
- Supports and performs assigned roles and responsibilities defined within project management plans.
- Manages, oversees, directs, and provides guidance to ensure project team members perform consistent methodologies, standards, and processes during all implementation phases.
- Makes daily decisions based on authority, guidance, and direction delegated by the Project Director, Executive CJIS Sponsor, and Project Steering Committee.
- Leads, oversees, and directs Business and Technical teams (state and vendor) on respective responsibilities and activities to ensure timely completion and acceptance criteria for service contracts and ensure they are delivered in compliance with contract specifications based on project needs.
- Coordinate, sets, and communicates clear expectations to project team and provides effective and timely communication.
- Leads, manages, coordinates, and attends project meetings (planning, Joint Application Development sessions, procurement, status updates, stand ups, etc.)
- Oversee, assess project staff performance, and contribute to the development of performance appraisals, preparation of requisite evaluation reports, and periodic staff individual development plans. Makes recommendations for staff advancement and Merit Salary Adjustments.

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- Reviews project team work products, proposals, correspondence and provide feedback.
- Contributes to the development of PMPB policies, strategies, standards, processes and procedures, for effective planning, approvals, and management of the FITSM Project to achieve Departmental and CJIS Division objectives in accordance with organizational missions and strategic goals.
- Plans, coordinates, prepares, and manages the PMPB resource needs with the PMO and ITCPS sections to ensure appropriate level of project management and procurement resources are planned and acquired for all phases of the FITSM Project.
- Establishes, leads, coordinates, and attends Executive Steering Committee Meetings and regular meetings with CJIS executives, IT senior managers, IT managers, critical partners, project steering committees, CJIS Division managers, and unit staff.
- Identify, escalate, and resolves issues timely and address high priority concerns immediately.

10% Project Close-Out Management

- Lead, manage, oversee, provide guidance and/or perform project management activities that support the project transition and close-out, and ensure tasks are defined and resourced within the project work breakdown structure and schedule.
- Review and assess project logs to confirm all open project risks and issues are resolved or accepted through negotiation or escalation with the project team, stakeholders, vendors, etc.
- Oversees, directs, and provides guidance on all project management and control processes contributing to project close-out to ensure project objectives have been achieved within approved scope, schedule, and costs.
- Leads, oversees, directs, and provides guidance to project team on all contract close-out or transition activities and requirements in collaboration with the IT Contracts and Procurement Section, project team members and stakeholders to ensure all contract requirements have been met and deliverables have all been delivered and accepted.
- Leads, collaborates, coordinates, and oversees resource management activities for the transitioning of staff from one-time project activities to the ongoing roles and responsibilities.
- Lead, oversees, and manages resources responsible for administering and/or managing contracts that are part of the project life-cycle through formal close-out, transition of the project to production and/or transfer of contract administration to production support.
- Lead, manage, provide guidance, and participate in the development of the IT Project Close-Out Report, written and verbal progress/status reports for multiple audiences, as needed and/or requested.
- Lead, develop, coordinate, and establishes formal acceptance criteria of the solution that demonstrates approved scope has been met and successful transition to production.
- Conducts lessons learned sessions, document findings, gather recommended solutions, and implement process improvements to prevent re-occurrence.

MARGINAL FUNCTIONS:

10% Conducts and/or provides guidance on legislative bill analysis processes; participates in special ad-hoc committees and projects; participates in the development and/or review of budget change proposals and preparing responses to control agencies and/or the legislature; performs special assignments and other related duties as required.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee's Signature

Date

Supervisor's Signature

Date