

Duty Statement

Classification: Information Technology Manager II			
Working Title: Enterprise Portfolio and Project Management Branch Chief			
Program: ETS			
Division: Information Technology Strategy Services Division (ITSSD)		Branch: Enterprise Portfolio and Project Management Branch (EPPMB)	
Section:		Unit:	
COI Classification:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Position Number: 802-382-1406-002
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 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: The Information Technology Manager II (ITM II) focuses on maturing and expanding the services for managing enterprise projects, efforts, and initiatives. The ITM II provides leadership and direction to EPPMB staff and oversees state staff and consultants assigned to projects and initiatives across the enterprise.</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: The ITM II drives the establishment of project management processes, procedures, standards, and toolkits. The ITM II optimizes resource efficiency, supports the enterprise and IT project portfolios, and aligns DHCS initiatives with department and program goals in support of DHCS’ strategic and tactical plans. The ITM II owns the services related to enterprise project management. This includes ownership of vision, maturation, management, and resourcing for both technical and non-technical project management services across the DHCS enterprise. The ITM II is also responsible for successful enterprise use of various project planning and delivery methodologies, including Agile and Waterfall. The ITM II is responsible for the processes and procedures, standards and toolkits associated with the department’s Project Risk & Issue Management Framework.

The incumbent supports the following Project Approval Management services, including Project Approval Lifecycle (PAL) Portfolio Management, PAL Documentation Creation and Submittal, and PAL Process Reporting and Outcomes. The incumbent also supports the maturity of Organizational Change Management and User Adoption Support services for enterprise products, projects and initiatives. The incumbent also supports enterprise and IT portfolio management services, participates in the financial planning of the organization, manages contracts to deliver goods and services, and crafts and delivers communications to support strategic alignment and awareness.

The ITM II is responsible for the planning, executing, and closing of projects, ensuring they are completed on time, within budget, and meet objectives. The incumbent is responsible for overseeing and ensuring competent management and timely reporting of progress, scope, time, cost, quality, risks and issues for projects and initiatives. The incumbent is responsible for ensuring the necessary project management and planning methodologies and practices are in place for the successful completion and development of all project deliverables and artifacts, and that project implementation is in accordance with state administrative, IT and Security policies (State Administrative Manual, Statewide Information Management Manual, State Contract Manual), the CA Project Management Framework (CAPMF), and industry standards such as the Project Management Body of Knowledge (PMBOK).

% of Time	Essential Functions
60%	<p>Enterprise Portfolio and Project Management Leadership Lead and plan, organize, direct, and evaluate the work of the EPPMB’s multidisciplinary staff of state and contract employees. Provide the full range of management and supervision of staff to plan, execute and direct EPPMB activities necessary to support services, projects and initiatives. Review and make decisions on complex operational (day-to-day) activities. Forecast and implement projects and initiatives necessary to facilitate the effective and efficient delivery of products and services to EPPMB customers and stakeholders. Provide leadership, guidance and oversight for the development, implementation and maintenance of plans, proposals, policies, procedures, standards, and toolkits to facilitate the work of the Division’s program and project teams, and the day-to-day operations of the EPPMB.</p> <p>Create a comprehensive enterprise project management program to facilitate the prioritization and management of projects and initiatives across the DHCS landscape. Oversee and ensure compliance with Division, departmental, state-level, and federal policies, procedures and standards, as appropriate. Develop and implement ongoing process improvement plans and strategies to ensure alignment with state-level directives and industry trends. Serve as a project sponsor and remediate issues and risks around agile development or waterfall implementations. Coordinate the delivery of business features and technology solutions for DHCS teams using agile and waterfall approaches. Oversee, track, and monitor the progress of projects and initiatives to ensure project risks and issues are documented, communicated and resolved in a timely manner.</p> <p>Support enterprise project approval management processes to facilitate effective and coordinated strategic planning and approval of projects and initiatives across the department. Support enterprise and IT portfolio management activities to align visibility and awareness of trends, gaps,</p>

<p>35%</p>	<p>cross cutting project issues, risks, and considerations impacting the broader enterprise or IT portfolios of projects.</p> <p>Establish and implement a structured organizational change management approach for ensuring that changes resulting from enterprise projects and initiatives are thoroughly and smoothly implemented with the focus on wider impacts of change.</p> <p>ETS Leadership 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. Represent the ITSSD/EPPMB 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. The ITM II may be designated as a backup for senior managers in their absence.</p>
<p>% Of Time</p>	<p>Marginal Functions</p>
<p>5%</p>	<p>Other Duties</p> <p>The incumbent performs other duties as required, including but not limited to training, research, consulting, and/or projects and initiatives.</p>
<p>Supervision Received: <u>Under Administrative Direction</u></p>	
<p>Of the (enter supervisor classification): ITSSD Chief, a CEA B</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 checked="" type="checkbox"/> Supervisory Staff <input checked="" 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>	

Desirable Qualifications:

Leadership

- A solid background in project management leadership is essential. This includes managing complex projects, large teams, and overseeing multiple projects simultaneously.
- Ability to set policy, strategic direction and best practices in the delivery of complex information technology projects.
- Excellent relationship management skills across a diverse range of stakeholders, particularly at senior levels.
- 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.
- Ability to develop and maintain effective and cooperative working relationships.
- Ability to easily adapt to changing priorities.

Administrative support services

- Meeting facilitation for large, complex stakeholder groups
- Public speaking, including for Senior Executive Briefings and Presentations
- Preparation of Briefing Materials, including for Legislative Briefings
- Contract management for enterprise contracts
- Contract procurements of goods and services
- Work Order Authorization coordination
- Oversight coordination including with CDT and DGS state project approval and procurement processes
- Budget development and management
- Advanced Planning Document Development
- Budget Change Proposal Development

Other

- Project Management Professional (PMP) certification.

- Certified Scrum Master (CSM) certification.
- 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:

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: