

DUTY STATEMENT

Employee Name:	Position Number: 580-151-1414-909
Classification: Information Technology Specialist II (Business Technology Management)	Tenure/Time Base: Permanent / Full Time
Working Title: Senior Business Analyst / Project Manager	Work Location: 1616 Capitol Ave., Sacramento, CA 95814
Collective Bargaining Unit: R01	Position Eligible for Telework (Yes/No): Yes
Center/Office/Division: Information Technology Services Division	Branch/Section/Unit: Application Technology Support Branch (ATSB) / CHCQ Support Section

All employees shall possess the general qualifications, as described in California Code of Regulations Title 2, Section 172, which include, but are not limited to integrity, honesty, dependability, thoroughness, accuracy, good judgment, initiative, resourcefulness, and the ability to work cooperatively with others.

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures.

All California Department of Public Health (CDPH) employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the department's mission. All employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in public health services and programs for California.

Competencies

The competencies required for this position are found on the classification specification for the classification noted above. Classification specifications are located on the [California Department of Human Resource's Job Descriptions webpage](#).

Job Summary

This position supports the California Department of Public Health's (CDPH) mission and strategic plan by creating customer focused solutions that are responsive and agile; supporting a modern infrastructure, tools, architecture, and standards; to effectively provide efficient services following service level agreements. The Information Technology Services Division (ITSD) leverages data and technology to create sustainability across CDPH by creating efficient solutions that meet customer expectations and reduce waste. As well as, creating innovative solutions, strengthening partnerships and collaborations, and embracing technology.

Under general direction of the Information Technology Manager (ITM) I, Chief, CHCQ Support Section, the Information Technology Specialist (ITS) II, acting as a Senior Business Analyst / Project Manager, performs comprehensive information technology (IT) projects, systems development, business analyses and technical consultation. The ITS II performs all aspects of business technology management for IT projects of varying size and complexity following Project Management Institute (PMI), California Department of Technology (CDT) standards, CDPH standards, and industry best practices. The ITS II manages projects that support the full range of IT support services serving the Center for Health Care Quality (CHCQ) Program. In addition, the ITS II completes work that is routinely performed in coordination, consideration, and consultation of external and internal business partners including but not limited to the California Department of Technology (CDT), State Control Agencies, Vendor Consultants, Health Facilities, and Information Technology personnel.

The ITS II employs sound judgment, provides highly effective business application and demonstrates analytical communication skills while managing high complexity projects. The ITS II exercises a high degree of independence and proficiency troubleshooting, problem solving, as well as handling and resolving the most challenging and difficult IT operation issues that are time sensitive and publicly and/or politically visible. The ITS II performs complex systems analyses, business process reengineering, joint application development, and supports customer needs at the IT senior specialist level.

The ITS II will perform duties in the Software Engineering, IT Project Management, and Business Technology Management domains.

Special Requirements

- ☒ Conflict of Interest (COI)
- ☐ Background Check and/or Fingerprinting Clearance
- ☐ Medical Clearance
- ☒ Travel: Occasional travel of less than 5% to remote offices for meetings and conferences
- ☐ Bilingual: Pass a State written and/or verbal proficiency exam in
- ☐ License/Certification:
- ☒ Other: This position may require the incumbent to monitor, receive, and respond to production related and time sensitive work matters outside of normal business hours.

Essential Functions (including percentage of time)

25% **Business Analysis and Project Management**

As the Senior BA / PM for business analysis and project management, the incumbent is responsible for planning, organizing, and executing IT projects of varying size and complexity. Elicits and document business requirements through interviews, workshops, and process mapping, and translating those needs into clear technical specifications such as Business Requirements Documents (BRDs), Requirements Traceability Matrices (RTMs), functional specifications, and use cases. Ensures that all project activities comply with Project Management Institute (PMI), California Department of Technology (CDT), and CDPH standards, leveraging both Agile and Waterfall methodologies throughout the system development lifecycle.

Proactively manage project schedules, risks, issues, budgets, deliverables, and scope, while fostering a culture of agility and continuous improvement. Oversees the development and prioritization of product backlogs, ensuring alignment with stakeholder needs, program goals, and evolving technical constraints. Facilitates backlog grooming sessions, sprint planning, and refinement activities to maintain clarity, momentum, and responsiveness across project teams. Tracks project benefits and value delivery using defined metrics and Key Performance Indicators (KPIs) to evaluate success and inform future planning. Utilizes tools such as Azure DevOps and Microsoft Project to manage workstreams, monitor progress, and support cross-functional collaboration.

25% Policy, Strategy, and Governance

Plans, develops, and documents policies, procedures, requirements, and methodologies; implements security and privacy controls across multiple IT disciplines; conducts presentations or briefings to executive management; contributes in the planning of the overall organizational IT strategy and direction; identifies current and emerging trends in technology and recommends appropriate courses of action, and advises management and executive level staff on governance and policy that support forward movement, aligning with technological modernization strategies in support of CDPH programs.

15% Communication & Stakeholder Engagement

Provides regular verbal and written updates to stakeholders at all levels, ensuring transparency and alignment throughout the project lifecycle. Facilitates project meetings, sprint planning meetings, steering committees, and executive briefings, and establish communication protocols that enhance collaboration and decision-making. Promotes a shared understanding of project goals, risks, and progress, and helps ensure that all stakeholders are informed and engaged. Communicate complex technical concepts in a clear and accessible manner. Supports user story mapping and journey workshops to deepen stakeholder engagement and refine solution design.

10% Reporting & Documentation

Develops high-quality project reports, dashboards, and presentations tailored to various audiences, including project teams, executives, and oversight agencies. Creates detailed work plans, statements of work, and timelines, and train team members on effective reporting techniques. Maintains documentation related to system configurations, change requests, and data governance policies, supporting audits and compliance reporting as needed.

10% Quality Assurance & Change Management

Coordinates and participates in the execution of quality assurance activities, including system testing, UAT, change and release planning. Ensure that all changes are managed in accordance with established protocols and that releases are communicated effectively to program stakeholders. Supports Agile ceremonies such as sprint planning and retrospectives, and promotes continuous improvement through feedback loops and lessons learned. Validates test cases and acceptance criteria to ensure business requirements are met and stakeholder expectations are fulfilled.

10% IT Procurement Support

Provides business advisory input throughout the IT procurement lifecycle, from contributing to the development of solicitations (Request for Offers, Request for Proposal, Request for Information, etc.) to evaluating vendor proposals and ensuring alignment with CDPH requirements. Defines business requirements; develops evaluation criteria; participates in vendor demonstrations and fit-gap analyses; and collaborates with stakeholders to select solutions that best meet the organization's needs.

Marginal Functions (including percentage of time)

5% Performs other job-related duties as assigned.

☐ 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.

☐ 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.)

Supervisor's Name:	Date	Employee's Name:	Date
Supervisor's Signature	Date	Employee's Signature	Date

HRD Use Only:

Approved By: J.A.

Date: OCT25