PROPOSED

Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	Organization Office of Information Services Planning and Management Branch Project Planning Section Portfolio Planning Group	
Position Number 441-175-1404-XXX	**Location** Sacramento	**Telework Option** None
Classification Information Technology Supervisor II	**Working Title** Projects and Planning Group Supervisor	

General Description

This is the full supervisory level. Under general direction incumbent plans, organizes and directs the work of one or more information technology (IT) programs or units, and may occasionally perform the most difficult or sensitive work. This level directly or indirectly supervises all lower-level information technology and support staff performing work in any domain or combination of IT domains. At this level, the incumbent may also: identify, document, and monitor defined service levels and performance management standards; manage contracts; ensure compliance to project management standards; develop scope of work; and participate in vendor/product solution evaluation and selection.

The IT Supervisor II performs the following Business Technology Management and Project Management functions:

- Identify, document, monitor and measure the performance and effectiveness of technology services using tools and methodologies.
- Perform contract management to ensure the terms and conditions are met.
- Ensure compliance with State Project Management standards.
- Direct all stages of the Project Approval Lifecycle.
- Provide input for the development of project feasibility analyses.
- Perform project reporting's to oversight agencies.

The incumbent is responsible for planning and managing enterprise initiatives, technology projects, and related administrative activities including portfolio and project management, business analysis and process management, organizational change management, IT budgets and contracts, and legislative analyses. This involves planning, organizing, coordinating, and directing the activities of the senior analysts, technical leads, and project teams. The incumbent engages in close collaboration with IT Operations, division management, executive staff and other key stakeholders to ensure the Office of Technology Services (OTS) meets identified performance objectives and drives value to business outcomes across the enterprise.

The incumbent is responsible for developing teams and staff to achieve a high level of competence in project management, systems development lifecycle methods, and service quality and service quality. The incumbent monitors and evaluates team performance to ensure necessary services and support are delivered.

The incumbent plays a key role in transforming OTS into a customer-oriented, business-driven service delivery organization by exemplifying departmental core values and providing constructive feedback to colleagues regarding the implementation of those values.

Supervision Received	Under general direction, incumbent reports to the IT Manager I, Project Planning Section.
Supervision Exercised	Direct reports include Information Technology Specialist I, and Information Technology Associate positions.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

Job Duties
E = Essential, M = Marginal

30%   E   **Supervision and Unit Administration**
- Plan and direct work organized into primary components of IT Planning, including portfolio and project management, business analysis and process management, organizational change management, and legislative analyses.
- Evaluate the performance of employees to ensure acceptable job performance; work with each employee to develop required skills to meet and exceed job requirements.
- Assign projects and tasks, monitor and evaluate the performance of unit staff, and review and/or prepare unit training plans. Handle all unit administrative matters, including but not limited to personnel, contracts, budgeting, and review and approve unit purchasing requests.
- Design and implement plans to train staff in supported and planned technologies and methods.
- Employ approved methods to recognize and promote exceptional individual performance and teamwork.
- Train and mentor support to project managers and teams to enhance their project management competencies and practices.

30%   E
- Manage resource efficiently across projects and forecasting to optimize resource utilization.

IT Planning and Project Management
- Plan, organize, direct, and implement the primary components of IT Planning, including portfolio and project management, business analysis and process management, organizational change management, and legislative analyses.
- Lead and oversee the planning and implementation of critical IT work efforts and resolve resource challenges as necessary.
- Administer and manage the IT project portfolio; monitor and evaluate project delivery and performance; and oversee service resource allocation and resolve resource-priority conflicts

- Oversee project portfolio costs and schedules. Ensure appropriate controls are in place to monitor and assess changes and impact.
- Develop strategy to assist portfolio managers to properly plan, budget and implement projects following the Statewide Information Management Manual (SIMM) requirements for project management.
- Work closely with business partners and stakeholders to ensure IT projects are designed based on business requirements and developed to deliver services bases on user-centered needs.
- Serve as the primary liaison representing department IT projects to the California Health and Human Services Agency (CalHHS) Office of the Agency Information Officer (OAIO) and the California Department of Technology (CDT). Ensure compliance with the minimum requirements for IT project management and reporting activities under CHHS and state control agencies.
- Develop project methodology to ensure standardized processes adhere to the industry's best practices to implement quality consistency across projects.
- Manage reporting process by preparing and presenting reports summarize project status, progress and any issues that need to be addressed.
- Administer IT acquisitions, ensuring timely purchases and contracts that are coordinated Identify, develop, and execute strategies to ensure effective coordination between IT Planning staff, project teams, product owners, customers, and end-users.

25%	E	**Customer Relationship Management**

- Establish and maintain positive relationships with division management, program staff, and other key stakeholders and customers.
- Resolve critical issues with program customers and stakeholders.
- Drive effective communications across the enterprise and promote consistency, transparency, and a unified message that conforms to HCAI values.
- Establish mutually respected relationships with the key stakeholders in the business. Learn business processes and establish trust among partners that IT Planning services are well managed and delivered successfully.
- Drive toward a proactive relationship where IT Planning staff help business partners execute on their strategic goals and projects

10%	E	**Innovation Strategy**

- Identify and introduce opportunities for project management and IT planning innovation to HCAI through the adoption, application, and improvement of project management practices and tools.
- Collaborate with OTS management and division stakeholders to solve business problems with appropriately aligned technology services that drive business value and positive outcomes.

5%	M	Perform other related duties as required.

Other Expectations
- Demonstrate a commitment to performing duties in a service-oriented manner.
- Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves.

- Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment.
- Demonstrate a commitment to HCAI's mission, vision, and goals.
- Demonstrate a commitment to HCAI's Core Values.
- Maintain good work habits and adhere to all HCAI policies and procedures.

To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position

I have discussed the duties and expectations of this position with the employee.

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Employee Signature/Date

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Supervisor Signature/Date