

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

**Information Technology Specialist I (ITS I)**

POSITION NUMBER:

**800-712-1402-006**DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***Information Systems Division/POST/PPMB**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Project Management/Support Section**

SUPERVISOR'S NAME:

**Tuongvy Dao**

SUPERVISOR'S CLASS:

**Information Technology Supervisor II (IT Sup II)**SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☒ Other *(Explain below)*

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** *(Check one):*

- ☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

Total number of positions for which this position is responsible:

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Information Systems Divisions (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by the California Department of Social Services (CDSS) business units.

ISD accomplishes this by:

- Effectively managing information systems and equipment;
- Planning, communicating and implementing responsible information technology policies and solutions; and,
- Sharing and transferring information technology knowledge and tools.

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**CONCEPT OF POSITION:**

Under direction from the Project Management/Support Section Chief (IT Sup II), the IT Specialist I (ITS I) serves as IT Project Manager demonstrating good understanding of business and technical issues to perform wide range of PMO tasks for the Department's low to moderate complexity information technology projects. The incumbent must demonstrate strong work ethics and sense of work ownership while performing job duties. The ITS I expected to initiate the project assessment, planning efforts with control agencies, delivery and ongoing support activities with ISD and program team. The ITS I will provide best project management practices in fast pace environment and situational specific strategies for timely project delivery.

**A. RESPONSIBILITIES OF POSITION:****35% IT Project Coordination**

Leads the planning and coordination of IT projects and initiatives in collaboration with CDSS program and technical teams. Assists in managing key aspects of project delivery such as scope, schedule, risk, and quality by following California Project Management Framework (CA-PMF) guidelines and best practices. Contributes to the development and maintenance of project plans, schedules, and documentation to support project execution and monitoring. Coordinates with resource managers to support appropriate staffing and tracks project expenditures to assist with budget oversight. Monitors project milestones and performance indicators to support progress tracking and reporting. Facilitates communication among cross-functional teams and stakeholders, including control agencies, project sponsors, and executive leadership, by providing timely updates and helping to resolve issues. Promotes collaboration and alignment across business and technical teams by supporting change control processes, assessing impacts, and contributing to solution recommendations. Maintains strong working relationships with stakeholders and fosters a cooperative project environment through effective coordination and communication.

**30% IT Project Stakeholder Support**

Provides guidance to internal and external stakeholders on how to interpret and apply complex IT policies and best practices, using both waterfall and agile methodologies to ensure compliance with social service program requirements. Independently evaluates business problems and opportunities, collaborates with technical teams to contribute IT impact analyses, and works with business analysts to confirm and refine business requirements. Supports stakeholders in navigating the CDT Project Approval Lifecycle (PAL) process for launching new solutions, and partners with program teams to complete required documentation and secure approvals from the California Health and Human Services Agency and Department of Technology. Leads workgroups to develop innovative strategies and project plans focused on IT assessment, planning, management, and solution delivery. Monitors the IT change control process and provide solution recommendations to executive leadership.

**15% Procurement and Budget Support**

Supports the identification and analysis of procurement and contract needs to ensure alignment with project goals and timelines. Participates in the development of work order authorizations to initiate contractor engagement and collaborates with technical and program teams to clarify deliverable expectations and acceptance criteria. Provides first-level review and preliminary approval of contractor deliverables and invoices, escalating issues as needed to project leadership or contract managers. Assists in aligning contract activities with project plans and available funding.

**15% Project Performance Support**

Provides ongoing support to project teams by identifying and analyzing project performance indicators to recommend process improvements and promote efficiencies across project management practices, plans, and tools. Applies project management best practices and incorporates lessons learned to enhance future project coordination and execution. Prepares high-level reports and dashboards to support communication with project sponsors, stakeholders, and executive leadership. Contributes to IT portfolio management by delivering timely and accurate project updates that inform prioritization, resource planning, and strategic decision-making. Actively participates in team-building activities and supports the talent life cycle by contributing to onboarding, mentoring, and knowledge-sharing efforts within the team and broader organization.

**5% Additional Support Activities**

Perform other duties assigned within the scope of the classification.

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B. SUPERVISION RECEIVED:

The ITS I is under the direction of the Project Management/Support Section Chief, IT Sup II.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITS I is responsible for providing technical and project management support for the Information Systems Division, The ITS I also provides Departmental IT project coordination and tracking, developing policy and procedures for the administrative portions for the IT governance process, completing legislative analysis, and providing additional administrative recommendations for general branch activities.

D. PERSONAL CONTACTS:

The ITS I has contact with staff at all levels within the Department and representatives from other departments, e.g., the Department of Finance and the Department of Technology. The ITS I also has contact with private vendors and contractors.

E. ACTIONS AND CONSEQUENCES:

The ITS I must exercise tact and judgment in their project management duties as the scheduler. They must also exercise judgment when making recommendations regarding the schedule for information technology system projects in the Department. Failure to exercise good judgment would have an adverse impact on the ability of the CDSS to deliver successful information technology projects, and the Branch to provide knowledgeable, informed recommendations to the CDSS for effective use of technology.

F. OTHER INFORMATION:

Thorough knowledge of project management best practices is required. Knowledge of PMBOK and CA-PMF is desired. The ITS I must possess excellent work habits, such as attention to detail, dependability, the ability to meet deadlines, and completed staff work. The ITS I must also have excellent communication skills. Above all, the ITS I must have the ability to develop cooperative working relationships with all levels of staff within ISD and the Department.

This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position.