

PROPOSED
Department of Health Care Access and Information
Duty Statement

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| Employee Name Vacant | Organization Office of Technology Services Portfolio Planning Branch Project Planning Section Management Services Innovation Group | |
| Position Number 441-175-1402-XXX | Location Sacramento | Telework Option Hybrid |
| Classification Information Technology Specialist I | Working Title IT Project and Contract Management Specialist | |

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| General Description Under direction, incumbents perform a variety of activities supporting the Office of Technology Services (OTS) contract management, project management, budget processes, procurement processes, administrative processes, and department projects. The incumbent supports OTS through various roles, including administrative processing, Agile team, and project team roles that employ project management disciplines. The incumbent performs a variety of recurring, well-defined tasks, as well as process improvements through innovative problem-solving within guidelines and a scope that involves one or more business areas, units, processes, and functions. The activities of this position are in the Business Technology Management and Information Technology (IT) Project Management domains. | |
| Supervision Received | Under direction, incumbent reports to the Information Technology Supervisor II, Management Services Innovation Group within the Planning and Management Branch. |
| 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

Project Management

- Support Project Approval Lifecycle activities.
- Monitor project milestones and deliverables.
- Coordinate and consult with users, administrators, and engineers to identify business and technical requirements.
Develop and sustain cooperative working relationships with project stakeholders and team members.
- Analyze, develop, and document business and technical requirements for technology solutions and enablers.
- Analyze, develop, and document business processes utilizing industry’s best practices and standard methodologies.
- Implement policies, procedures, guidelines, and standards to ensure compliance with State and departmental rules and regulations, utilizing various defined technology governance processes.
- Reviews and approves the planning materials, including the project plan and project schedule.
- Authorizes changes to the project schedule, system requirements, and risk management system.
- Understanding of the legislation and budget process and procedures.
- Ensures program and project budget allocations and expenditures remain on schedule and within budget.
- Reviews and approves invoices and key deliverables such as planning documents, business requirements, system design, and implementation plans.
- Monitor and maintain key performance indicators for projects and track the progression of efforts to support key business and strategic objectives.
- Oversees all administrative aspects of the program.

30% E

Acquisitions and Contract Management

- Lead, manage, and process IT contracts and procurements.
- Work with external agencies and vendors to plan and develop contracts.
- Ensures effective coordination of all resources assigned to the project—state, prime vendor, and consultant staff.
- Provides direct management and supervision of the project prime vendor and a variety of support consultants.
- Manage contractor performance; approve work products and deliverables from project team, prime vendor, support consultants, and interfacing agencies.
- Ensure that contractor proposals are consistent with state technical, business, and policy requirements.
- Serves as the primary liaison between the project, project sponsors, and governance committees, provides project progress, and escalates decisions and issues as needed.
- Serves as the central point of external communication and coordination for the project.

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- Provides strong advocacy for the project with external stakeholders, state government, and the public.
 - Effectively communicates with and develops/maintains excellent working relationships with a diverse group of stakeholders to ensure project status and strategic direction are shared and project-related interests are protected and met.
 - Perform acquisition management, market research, contract development, vendor management, and contract management.
 - Perform software purchases and renewals using the State Leveraged Procurement Agreements (LPA's).
 - Develop statements of work based on the defined project scope and track project budgets that tie to the project schedule and work packages.
 - Track, monitor, and audit IT assets to maintain accountability using standard asset management tools and techniques in compliance with SAM and other applicable policies and regulations.
- Liaise with administrative services and other units to ensure the timely processing of purchase orders and invoices and recommend incident control/problem management process improvements.
- Manage IT-related requests to ensure hardware, software, and equipment meet department needs and standards.
 - Analyze, develop, and document business and technical requirements for technology solutions and enablers.
 - Negotiate and obtain quotes from technology vendors and maintain vendor contact information.
 - Oversee IT vendor service performance management.
 - Implement IT acquisition policies, procedures, guidelines, and standards to ensure compliance with State and departmental rules and regulations, utilizing various defined governance processes.
 - Ensure compliance with Information Security requirements and assist Information Security in developing appropriate guidelines and templates.
 - Monitor and provide direction for State Model Cloud Computing Special Provisions for Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS).
 - Utilize and maintain a working understanding of the State purchasing system, Fi\$CAL. Maintain the Department's supported hardware and software standards as technology and business needs change, and maintain a working understanding of the Department's technology, data, and network system design.

15% E

IT Contract and Asset Management

- Responsible for tracking the movement of all IT-related hardware within the department. Monitor and report software license allocation and expiration.
- Forecast fiscal impacts for expiring licenses and end-of-cycle hardware replacement.
- Recommend incident control/problem management process improvements.
- Receive and review invoices, obtain approvals, and process invoice receipts within Fi\$Cal and train junior-level or new staff on these processes.
- Track the movement of all IT hardware throughout the department.
- Record and report hardware warranty expiration dates.

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- Monitor and report software license allocation and expiration.
- Forecast fiscal impacts for expiring licenses and end-of-cycle hardware replacement. Develop reports for asset management as needed.
- Provide a bi-annual report for software license usage.

10% E

Technical and Data

- Deliver cloud-based data integration, management, and technical warehousing solutions.
- Understand and fully support the most technically complex data lifecycles.
- Document, design, implement, and support cloud databases.
- Monitor database performance, define user roles, and manage least privilege access principles.
- Lead system testing, documentation, architecture reviews, and code reviews.
- Perform innovative problem-solving and troubleshooting tasks in support of enterprise platforms.
- Utilize business intelligence

10% E

Emerging Technology Research

- Perform research and evaluations of emerging technologies, hardware, software, printers, or application products to meet end-user requirements or to enhance existing services.

5% M

Perform other duties as assigned.

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 and Guiding Principles.
- 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

Supervisor Signature/Date