

DUTY STATEMENT

		EFFECTIVE DATE
BRANCH Technology Services		POSITION NUMBER (Agency – Unit – Class – Serial) 815 - 640 - 1405 - 905
DIVISION/UNIT BenefitConnect/Business Delivery		CLASS TITLE Information Technology Manager I
INCUMBENT NAME Vacant		WORKING TITLE Business Delivery Manager
CalSTRS is dedicated to securing the financial future and sustaining the trust of California's educators through customer service, accountability, leadership, strength, trust, respect, and stewardship.		
Under the general direction of the BenefitConnect (BC) Director (Career Executive Assignment), the Business Delivery Manager (Information Technology Manager I) is responsible for leading the Project Administration and Business Delivery teams. These teams are responsible for the software development required for operational workloads, such as incident fixes, data change requests, and requests for BenefitConnect information and data, as well as enhancements to comply with legislation, Teachers' Retirement Board mandates, and evolving business needs. The incumbent must work in partnership with various business areas across the division and organization.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.	
25%	ESSENTIAL FUNCTIONS Develop policy, direction, and strategic planning while driving solutions to address challenges brought about by the implementation of BenefitConnect. The position requires collaboration with cross-functional teams to implement best practices for resource allocation and cost management, while fostering a culture of continuous improvement by identifying and implementing strategic optimization initiatives. The responsibility extends to advising the BenefitConnect Division Director, Senior Management, Executive Staff, and other business stakeholders on issues affecting BenefitConnect as well as closely collaborating with vendor managers to enhance management maturity and governance. Participation in the development of policies, standards, methodologies, and quality assurance practices is also key, along with staying current on the latest project management trends and providing consultation to executive management.	
20%	Act as primary point of contact for CalSTRS' pension administration system business process changes. Responsible for following the full Software Development Life Cycle (SDLC) methodology when developing quality solutions, coding solutions, new or upgraded processes, and system functionality to deliver high-quality software. Responsible for the requirements and design phases of SDLC and providing input to all other phases to support business needs. Monitor compliance and deviations from defined processes and procedures. Responsible for ensuring appropriate controls are in place and being followed. Ensure that all upgrades to workflows are thoroughly designed, documented, and tested prior to implementation. Lead triage and prioritization of processes for defects and enhancements.	
20%	Communicate information to the Director, executive leadership, and project stakeholders. Information may include development and creation of monthly status reports, presentations, project artifacts, and status updates for governance groups, as well as delivering ad-hoc project presentations. Work collaboratively to ensure business needs are met with customer satisfaction. Develop and maintain effective working relationships with project team members, subject matter experts, stakeholders, leadership, and executive sponsors.	
20%	Manage, prioritize, and direct the activities of the Business Delivery and Program Administration teams. Responsible for the hiring, training, and development of staff, including preparing annual employee evaluation and probation reports. Identify, document, and monitor defined service levels and performance management standards. Lead and model the way for change management for staff as CalSTRS works toward full stabilization and successful operation of the new pension administration system. Create and maintain a collaborative working environment that encourages cooperation between Technology Services staff and business users. Lead quality assurance peer reviews of product documentation, including project management documentation, artifacts, and business requirements. Identify, document, and monitor defined service levels and performance management standards. Promote process development, cross training, and the creation of documentation.	

10%	Assist in preparing Requests for Offer and Statements of Work, and provide input on the selection of contract resources as needed. Monitor vendor and individual contractors to ensure schedule, budget, and quality of deliverables are met or exceeded. Escalate contractual, quality, or project management variances to the Director related to vendor performance.
5%	MARGINAL FUNCTIONS Provide direct support to executive staff in developing written summaries, proposals, analyses, and issue papers and reports to address wide-ranging subjects. Assist the BC Division Director and Chief Technology Officer with drafting time sensitive, technical, and confidential written documents.

COMPETENCIES

Core Competencies. All employees are responsible for understanding and demonstrating CalSTRS' core competencies:

- Adaptability/Flexibility
- Communication
- Customer/Client Focus
- Teamwork
- Work Standards/Quality Orientation

Classification Competencies. All employees are expected to understand and demonstrate their position's CalSTRS class competencies located in the [Competency Guide](#) on Central.

CONDUCT AND ATTENDANCE EXPECTATIONS

- Communicate effectively with individuals from varied experiences, perspectives and backgrounds
- Deal with individuals in a tactful, congenial, personable manner
- Must maintain consistent and regular attendance
- Adhere to CalSTRS policies and procedures
- Support and model CalSTRS Core Values

WORKING CONDITIONS AND PHYSICAL ABILITIES REQUIRED OF THE JOB

- Prolonged periods of standing or sitting
- Work in a high-rise building, in an open space environment
- Ability to use a computer keyboard several hours a day
- Read from computer screens several hours a day
- Ability to move up to 10 pounds

Responsible for promoting a safe and secure work environment free from discrimination, harassment, inappropriate conduct, or retaliation by adhering to CalSTRS' policies and processes. Responsible for participating in mandated HR or EEO training workshops (i.e. Sexual Harassment, EEO, etc.).

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH THE EMPLOYEE
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S STATEMENT:

- I HAVE DISCUSSED THE DUTIES AND RESPONSIBILITIES OF THE POSITION WITH MY SUPERVISOR
- I HAVE SIGNED AND RECEIVED A COPY OF THE DUTY STATEMENT
- I AM ABLE TO PERFORM THE ESSENTIAL FUNCTIONS LISTED WITH OR WITHOUT REASONABLE ACCOMMODATION
- I UNDERSTAND THAT I MAY BE ASKED TO PERFORM OTHER DUTIES AS ASSIGNED WITHIN MY CURRENT CLASSIFICATION, INCLUDING WORK IN OTHER FUNCTIONAL AREAS AS BUSINESS NEEDS REQUIRE

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE SIGNED