

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

Vacant

CLASSIFICATION:

Supervisor II

POSITION NUMBER:

800-812-4801-001DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)***CCLD / Central Operations Branch**BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)***Information Technology Liaison Bureau/Operations Section**

SUPERVISOR'S NAME:

Edna Simbi

SUPERVISOR'S CLASS:

Manager IISPECIAL 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)*

Fingerprint Required

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.**Two - Supervisor Is**

Total number of positions for which this position is responsible: 11

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

MISSION OF ORGANIZATIONAL UNIT:

It is the mission of the Community Care Licensing Division to promote the health, safety, and quality of life of each person in community care through the administration of an effective collaborative regulatory enforcement system.

CONCEPT OF POSITION:

Under the general direction of the Bureau Chief (Manager II), the Section Chief of Operations (Supervisor II) is responsible for planning, organizing and directing the work of staff responsible for CCLD's technology support functions and acts as CCLD's liaison with the Information Systems Division. ITLB is responsible for Information Technology (IT) Project Planning and Oversight and Data Availability. This position requires extensive knowledge of all CCLD programs, a high level of expertise regarding the applications and the Enterprise technologies used by CDSS, as well as building the skill set of the section staff to provide for CCLD IT needs, with a focus on building business logic and automating workflows. Responsibilities include oversight and support of all CCLD IT systems including but not limited to: SharePoint site development and maintenance; Web applications and administration; maintaining CCLD Websites; IT impact to legislation bills; Disaster response using Everbridge system

A. RESPONSIBILITIES OF POSITION:

35% Provides oversight and guidance for information technology operational activities impacting the Division, including legislative proposals with information technology impacts; the Division's public-facing transparency website; SharePoint site development and redesign; disaster preparedness and response; Facility Management System (FMS) operational activities; and FMS-related contracts, procurements, and vendor deliverables. Informs and consults with the Bureau Chief regarding critical, emerging, and time-sensitive operational, contractual, and project issues. Coordinates activities across sections to promote consistent compliance with applicable information technology, procurement, contracting, administrative, and departmental policies and procedures. Provides oversight for the planning, development, implementation, monitoring, and operational support of information technology projects that support Division branches and programs. Oversees the review of legislative proposals for information technology impacts and the development and maintenance of Division SharePoint sites. Provides operational oversight and coordination for FMS-related contracts and procurements, including monitoring contract activities, deliverables, timelines, expenditures, risks, dependencies, and vendor performance. Coordinates with program areas, the Information Systems Division, departmental procurement and contract offices, project vendors, and other stakeholders to identify and resolve operational or contractual issues and ensure that services and deliverables support Division business needs. Oversees Division disaster drills and related projects to ensure milestones and timelines are met and that issues are identified, escalated, and addressed in collaboration with affected programs. Interfaces with the CDSS Disaster Services Branch, other CDSS divisions, the California Health and Human Services Agency, and other departments to align processes, coordinate activities, and minimize duplication of tracking and reporting efforts.

35% Directs, organizes, and evaluates the operations of the Information Technology Liaison Bureau Operations Section. Develops and presents recommendations to management regarding Division information technology operations, organizational changes, workload priorities, and service improvements necessary to maintain performance levels consistent with the Division's mission and operational needs. Analyzes data, performance measures, risks, and reports associated with system enhancement and modernization initiatives, including the Administrative Action Records System, Incident and Death Reporting System, Facility Management System, disaster response activities, and continuous quality improvement efforts. Oversees the operational coordination of FMS activities assigned to the section, including contract and procurement support, deliverable tracking, operational readiness, implementation activities, issue and risk escalation, transition from legacy systems, post-implementation support planning, and coordination of business needs with programs, project partners, vendors, and departmental stakeholders. Reviews, revises, and implements policies, processes, and procedures for the Operations Section in response to changes in technology, business practices, contracts, project requirements, and departmental direction. Applies change-management principles when coordinating procedural or operational changes with Division programs, branches, the Information Systems Division, vendors, and other stakeholders. Establishes administrative policies and develops procedures related to Division technology operations through research, consultation, and analytical work performed by section staff. Provides leadership and ensures responsive customer service, consultation, and technical and administrative assistance to Division branches and programs. Conducts proactive outreach to identify operational needs, risks, service gaps, and opportunities for improvement. Oversees continuous improvement of disaster-response methods, tools, maps, reporting processes, and communication systems.

Ensures the timely and accurate:

Analysis, tracking, and reporting of Division information technology operational activities. Monitoring and communication of critical operational issues to CCLD leadership to reduce or prevent business disruptions. Maintenance of the Division SharePoint site and public-facing transparency website. Coordination, tracking, and monitoring of FMS-related contracts, procurements, vendor deliverables, expenditures, schedules, risks, and operational dependencies. Coordination of operational readiness, transition, and support activities associated with FMS and affected legacy systems. Development and coordination of budget change proposals, premises-related requests, fiscal analyses, and other resource documents associated with legislative, contractual, technology, and programmatic proposals affecting Division information technology operations. Development of operational reports not managed by the Quality Management Bureau, including Regional Office and State Supplementary Payment-related reports, as applicable. Mapping, reporting, and dissemination of facility disaster data to programs and CDSS executive management. Coordination and provision of assistance for information technology-related drills and operational questions received from Division programs and branches. Escalation of unresolved project, vendor, contract, procurement, system, or operational issues through the appropriate management and governance channels.

15% Provides for the ongoing development of staff and the establishment and implementation of comprehensive succession plans. Identifies staff training and development needs and ensures that required performance evaluations and probationary reports are completed accurately and timely. Recruits, interviews, selects, trains, and develops supervisory, professional, technical, analytical, and support staff to maintain the knowledge, skills, and competencies necessary to accomplish program objectives. Provides direction, consultation, coaching, and guidance to staff regarding the most complex, difficult, sensitive, or high-risk assignments and workplace issues. Establishes performance expectations, evaluates work products, monitors workload and assignments, addresses performance or conduct concerns, and ensures staff compliance with applicable departmental policies, procedures, and supervisory direction

10% Keeps the Bureau Chief, Branch Chief, and Assistant Deputy Director informed of key operational, contractual, procurement, project, information technology, field-support, and disaster-response activities on an ongoing basis. Advises executive and senior management regarding significant operational risks, FMS readiness and support issues, vendor or contract concerns, resource needs, business disruptions, and matters requiring management direction or escalation. Represents the Bureau or Division at meetings, workgroups, governance forums, and project discussions, as assigned. May serve as acting Bureau Chief in the Bureau Chief's absence and exercises the delegated authority necessary to maintain continuity of operations.

5% Performs other duties as required and directed by the Bureau Chief, Branch Chief, Assistant Deputy Director, or Deputy Director.

B. SUPERVISION RECEIVED:

The Supervisor II reports to, and receives general direction on objectives, performance and personal growth from ITLB Bureau Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The Supervisor II is responsible for all operation functions of the Bureau and the maintenance of effective policies and procedures. This includes assigning responsibility to staff and supervisors, allocation of resources, and evaluation of operation section effectiveness and progress.

D. PERSONAL CONTACTS:

The Supervisor II has frequent contact with the Bureau/Branch Chief; other Central Operations Branch managers and staff; CCLD managers and staff in particular the Quality Management Bureau; the Information Systems Division, as well as other divisions within CDSS, such as Disaster Services Branch, Human Resources the Equal Employment Opportunity Office and the Business Services Bureau. Works collaboratively with other Divisions on Enterprise implementation.

E. ACTIONS AND CONSEQUENCES:

The Supervisor II must exercise sound judgment in making decisions affecting all aspects of the Operations Section. Poor judgment or decisions may adversely impact the Bureau, Branch and Division effectiveness, and could diminish the Department's credibility with other State departments and agencies. System failures could result in data unavailability which could harm residents and clients in care.

F. OTHER INFORMATION:

This job requires extensive knowledge of CCLD programs and field work. General knowledge of computer technology and systems, the Windows network environment, SharePoint and department enterprise projects is desirable. A thorough understanding of current CCLD data systems as well as the California Department of Technology's Information Technology Project Approval Life cycle are essential.