

DUTY STATEMENT

ASD 045 (REV. 03/2024)

Type of Duty Statement: Current & Proposed**Revision Date:** 08/10/2026**1. Position Information****A. Employee Name:****B. Position Number:**

817-414-1405-001

C. CBID:

M01

D. WWG:

E

E. Effective Date:**F. Classification Title:**

Information Technology Manager I

G. Working Title:

Project, Portfolio & IT Governance Manager

H. Division:

Technology Services

I. Branch/Section/Unit:

Enterprise Architecture and Security / Enterprise Project Management

2. POSITION REQUIREMENTS**Special Requirement:** Check All that Apply

- ☐ Bilingual Fluency (Non-English Language) - Specify Below
- ☒ Background Check Requirements
- ☐ Other - Specify Below

A. Special Requirements Description, as applicable:

N/A

B. Conflict of Interest Required (Gov. Code 87300, et seq.)?☒ Yes☐ No

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

3. SUPERVISION**A. Supervision Received:**

The incumbent reports directly to the Department of Child Support Services (DCSS), Technology Services Division (TSD), Enterprise Architecture and Security Branch (EASB) Chief.

B. Supervision Exercised:

The incumbent directly supervises staff in the Enterprise Project Management Section.

4. DUTIES AND RESPONSIBILITIES OF THE POSITION	
CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS	
This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.	
GENERAL STATEMENT	
This is the managerial level. Under general direction of the EASB Chief, the Enterprise Project Management (EPM) Section Manager plans, organizes, and directs all efforts related to IT projects, IT governance, and enterprise portfolio management. The EPM Section Manager is responsible for continuous improvement and administration of EPM responsibilities using industry best practices, standards, and disciplines. The EPM Section Manager is responsible for coordinating, developing, and maintaining the Department's project portfolio, and directs the EPM staff in planning, evaluating, monitoring, and executing all IT projects in the Enterprise Project Management Section, Enterprise Architecture & Security Branch, within Technology Services Division.	
A. Percentage of Time Performing Duties	B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).
ESSENTIAL FUNCTIONS	
IT Domain: Check All That Apply	FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY
	☒ Business Technology Mgmt. ☒ Software Engineering ☒ IT Project Mgmt. ☒ System Engineering ☒ Information Security ☒ Client Services
25 %	Enterprise Project Management: Manage and oversee all phases of the project management and system development life cycles for IT projects to ensure efficient and effective delivery of services and systems. Guide the development and elaboration of plans and artifacts for IT projects and obtain internal and external project approvals. Use industry standard methodologies to help achieve project objectives and expected business outcomes. Guide and direct teams to deliver effective project management in the areas of planning, communications, cost/budget, resource, integration, contract, procurement, quality, issue and risk, scope, time/schedule, organizational change, and stakeholder management. Utilize best practices when formulating, planning, executing, and closing IT projects. Work with control agencies such as the California Health and Human Services Agency (CHHS), Department of Technology (CDT), Department of Finance (DOF), and/or the Federal Office of Child Support Enforcement (OCSE) on complex project issues and to comply with state and federal project reporting requirements. Build strategic partnerships with internal and external stakeholders to enable the effective coordination and collaboration of IT projects. Consult with and advise leadership on the planning, development, implementation, and coordination of IT projects. Make IT project related recommendations to executives for decisions and outputs.

25 %	Enterprise Portfolio Management: Responsible for overseeing the intake, planning, development, and implementation of projects within the DCSS enterprise portfolio. Ensure DCSS undertakes the right projects by coordinating with DCSS stakeholders to align projects with the organizational priorities defined in the strategic plan. Monitor portfolio to ensure project goals, objectives, budget, and resource expectations are being met and align with the Strategic Plan. Regularly communicate and collaborate with executives and business partners to ensure projects meet expectations for time, cost, scope, and performance. Conduct substantial portfolio analysis to understand project impacts and trade-offs related to risk, budget, and benefits and escalate critical findings as needed. Make portfolio related recommendations to DCSS leadership. Utilize project portfolio management (PPM) best practices to develop and centralize processes, methods, and tools. Ensure all projects undertaken by DCSS adhere to state and federal project requirements. Maintain, monitor, and report IT project portfolio status to DCSS executives and stakeholders using performance metrics and summary dashboards. Provide guidance and direction to project managers and business partners regarding the IT Project Approval Life cycle to ensure a consistent process is followed and a strong and realistic business case is established for all projects. Educate and train project managers on standards, practices, processes, and changes to ensure projects are planned and executed consistently across DCSS. Collaborate with stakeholders to refine and update processes to help increase project management understanding and maturity within DCSS.
20 %	IT Project Governance: Manage and facilitate the IT governance process, standards, reporting metrics, approval gates, and framework to enable effective decision-making and prioritization of DCSS projects. Ensure projects prioritized through Governance align with Departmental goals and objectives. Facilitate Governance meetings and decisions with diverse stakeholders such as DCSS staff, executives, Local Child Support Agencies (LCSA) and other internal or external stakeholders. Communicate and collaborate effectively to ensure Governance activities, process, roles, and standards are clearly defined and understood by all participants. Provide direction to supporting teams such as the project managers, DCSS functional teams, and Change Control Board to ensure that governance processes and principles are followed. Work closely with DCSS functional teams for governance activities related IT system changes. Make recommendations to DCSS leadership for refinements to the Governance framework and processes to improve Governance efficiencies, coordination, communication, and collaboration. Lead staff in performing research related to Governance and Strategic planning best practices.

15 %	Project Approval Life cycle: Lead and/or contribute to the development of State Project Approval Life cycle (PAL) documentation and associated Financial Analysis Worksheets (FAWS). Contribute to the development of State Budget Change Proposal (BCP) documents. Lead and/or contribute to providing responses to questions on these documents from internal management and external control agencies; including representatives from the Office of the Agency Information Officer (AIO), California Department of Technology (CDT), the Department of Finance (DOF), the Legislative Analyst's Office (LAO), and the Department of General Services (DGS).
10 %	Process Implementation: Evaluate changes to the CDT Project Approval Life cycle (PAL) process and recommend tactical solutions and technologies to meet desired outcomes as defined by CDT by working with staff and vendors both within the Division and program areas of the Department. Develop and/or contribute to various contract artifacts (Statement of Work, etc.), including technical analyses that meet the requirements of the PAL process. Perform duties as a subject matter expert for project management discussions with vendors and state staff, to review compliance with technical project management standards, metrics, and best practices. Identify and lead opportunities for improvement of PAL-related project management processes and services being delivered across the division.

MARGINAL FUNCTIONS

5 %	Provides overall support to the Department Executive management Leadership, Chief Information Officer, and staff as the expert in project and portfolio management, governance principles. Represents TSD on special teams, projects, and other duties as assigned. Performs special assignments, attend meetings, and serve as back-up for the Branch Chief and peers.
100 %	TOTAL

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

☒ Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

Child Support Enforcement has critical timelines and political and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the Child Support program. Failure to identify risks and issues in a timely manner could result in slippages in schedule and increased costs. Poor communication and coordination can adversely affect the Child Support program and the children of California. Incumbent is responsible for individual decisions and actions, that could have a serious detrimental effect on the operating efficiency of the undertaking or function. Consequence of error may result in loss of data, user dissatisfaction, and impact to the organization, project, or work unit, and related support units. Consequences include operational down time, loss of business continuity, and poor customer service and performance.

B. Personal Contacts:

Frequent contact with IT management, Chief Information Officer, department management, and state and consultant team members and other stakeholders. The incumbent has contact with department Director, Chief Deputy Director, Deputy Directors, the federal Office of Child Support Enforcement, Local Child Support Agencies, and the Department of Technology.

C. Administrative Responsibilities (Supervisory/Managerial Class Only):

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

7. Acknowledgements

A. Employee's Acknowledgement: I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation: ☐ Yes ☐ No

If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

Employee's Name (Print):	
Employee's Signature:	
Date:	
B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.	
Supervisor's Name (Print):	
Supervisor's Signature:	
Date:	