

DUTY STATEMENT

Classification: Information Technology Supervisor II (IT Sup II)	
Working Title: Systems and Service Unit Chief	
Program: Program Operations	
Division: California Medicaid Management Information System (CA-MMIS) Operations Division	
Section: Medi-Cal Dental Information Technology Service Oversight Section (MDITSOS)	
Branch: Integration, Service Management, and Dental Branch (ISMDB)	
Unit: Systems and Service Management Unit (SSMU)	
Office Location: 620 Roseville Parkway, Roseville, CA 95747	
COI Position: ☒ Yes ☐ No	Telework Eligible: ☒ Yes ☐ No
CBID: S01	Position Number: 805-413-1404-XXX
Bilingual Position: ☐ Yes ☒ No	Specify Language: Not Applicable
This position requires the incumbent to perform their essential functions; maintain consistent and regular attendance in-person and/or virtually; to communicate effectively and professionally, both orally and in writing; to develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; to complete assignments in a timely manner; and to adhere to departmental policies and procedures regarding attendance and conduct including those outlined in the Health Administrative Manual and the DHCS Telework Program. To promote collaboration and connection, essential functions are generally in-person consistent with the DHCS Telework Program and pursuant to an approved Telework Agreement.	
Job Summary: Under administrative direction of the the Information Technology Manager I, the SSMU Information Technology Supervisor II (IT Sup II) evaluates current Dental Fiscal Intermediary (FI) Information Technology Maintenance and Operations (ITO) and Dental Business Operations (DBO)) systems and related operations and initiates system changes in the areas of the California Dental Medicaid Management Information System (CD-MMIS) that fall within the SSMU's purview. The SSMU provides oversight of IT service projects that are conducted by the CD-MMIS FI-ITO and DBO contractors to ensure that work is conducted in accordance with contract requirements and accepted standards and processes. The unit also oversees the FI-ITO and DBO contractor operations in the following service management areas: change management, access management; configuration management; release and deployment management; security management; and problem and incident management. The IT Sup II also performs the following: (1) assist in the formulation of policies, processes and procedures to facilitate the ongoing maintenance and operation of the CD-MMIS; (2) monitor current processing to ensure contract compliance with requirements, using various Personal Computer and mainframe statistical research and monitoring tools; (3) order changes to CD-MMIS based on user requests, legislative mandates and court orders; (4) review and approve deliverables, such as project management plans, functional and technical system design documentation, test plans, education and training plans, reports, and other system outputs; and (5) develop and maintain state and federal required documentation and reporting including but not limited to Business Concept Proposals (BCPs) and Advanced Planning Documents (APDs).	

Job Summary (cont):

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Description of Duties:	
% of Time	Essential Functions
35%	Plan, organize, and direct the work of the SSMU. Prioritize and assign work in accordance with program priorities and needs. Work with other MDITSOS unit chief to provide oversight of IT service projects conducted by the CD-MMIS FI-ITO and DBO contractors to ensure work is in accordance with contract requirements, accepted standards and processes. Oversee the FI-ITO and DBO contractors' service management processes (i.e., change management, access management, configuration management, release and deployment management, security management, problem and incident management, etc.).
20%	Assist in the formulation of policies, processes and procedures to facilitate the ongoing maintenance and operation of the CD-MMIS. Order changes to CD-MMIS based on user requests, legislative mandates and court orders. Review and approve deliverables, such as project management plans, functional and technical system design documentation, test plans, education and training plans, reports, and other system outputs.
20%	Direct the completion and implementation of highly complex, sensitive, and technically oriented projects and assignments involving modifications to CD-MMIS, new CD-MMIS related automated processes, and assignments that involve extensive coordination or joint participation/decision-making with county, state, and/or federal stakeholders. Serve as project manager or subject-matter expert for the most complex projects. Act as the MDITSOS liaison for IT governance and ensures compliance with oversight and regulatory agencies, including Medicaid Information Technology Architecture federal entities for projects and initiatives within the purview of the SSMU. Represent the Branch to the FI-ITO and DBO contractors, county/federal officials, and other state entities on CD-MMIS issues related to the areas under the unit's purview.
10%	Provide direct oversight, planning, development, and maintenance of Advance Planning Documents, Feasibility Study Reports, Business Concept Proposals, business case justifications, and all state and federal required documents in support of system development activities under the unit's purview.
10%	Represent the Branch on division-wide/department workgroups on projects and initiatives pertaining to the areas under the unit's purview and/or as requested by the division/branch chiefs. Participate with other ISMDB management to develop plans and long-range program objectives to support the CA-MMIS Ops Division Strategic Plan. Work collaboratively with other branches, sections, and units within CA-MMIS Ops Division to achieve the overall goals and objectives.

Description of Duties:	
% of Time	Essential Functions

DHCS 2388 (Revised 07/2025) Page 5 of 9

Supervision Received: Under General Direction by the (enter supervisor classification):

IT Manager I, Section Chief.

Supervision Exercised: (check all that apply)

☐ Clerical Staff

☐ Professional Staff

☒ Analytical Staff

☐ Supervisory Staff

☐ Non-Supervisory Classification / None

☐ Technical Staff

☐ Managerial Staff

Special Requirements:

☐ Medical Evaluation /Clearance

☐ Typing Certificate

☐ Valid Driver's License

☐ Background Check / Finger Printing Clearance

☐ Valid Professional License (please specify):

Desirable Qualifications:

Extensive experience in managing complex projects and programs; PMP certification preferred. Familiarity with ITIL practices; ITIL Foundation certification is a plus. Demonstrated expertise in Advance Planning Documents principles and practices for securing federal funding and obtaining federal approval for information systems and automation projects. Ability to manage vendor relationships and oversee Information Technology contracts to ensure compliance and successful project delivery. Strong understanding of project management methodologies; adherence to State IT reporting requirements. Exceptional written and verbal communication skills, with the ability to engage effectively with staff and management at all organizational levels. Comprehensive knowledge of public administration principles, including organizational planning, personnel management, supervision, and staff development. Ability to foster a collaborative and inclusive environment where diverse teams work together effectively to achieve organizational goals.

Working Conditions (Check all that apply):

Prolonged Periods of:

☒ Standing ☒ Sitting ☐ Kneeling ☐ Bending

Travel May be Required:

☐ Occasional ☐ Over Night

Requires Lifting of Heavy Objects up to:

Acknowledgements:

Human Resources Acknowledgement: The Human Resources Division has reviewed and approved this duty statement.

Analyst Name:
Heidi Gladue

Analyst Signature:

Date:
01/05/2026

Employee Acknowledgement: I have discussed with my supervisor the duties of the position and have received a copy of this duty statement.

Employee Name:

Employee Signature:

Date:

Supervisor Acknowledgement: I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name:

Supervisor Signature:

Date: