State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:	
VACANT	
CLASSIFICATION:	POSITION NUMBER:
INFORMATION TECHNOLOGY MANAGER I	770-1405-910
DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
INFORMATION SYSTEMS DIVISION	FMS Service Management
SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
PANKAJ SHARMA	INFORMATION TECHNOLOGY MANAGER II

SPECIAL 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)*

Fingerprints and background check required. Form 700 filer.

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.

Three (3) IT Specialist II, Two (2) ITS I

Total number of positions for which this position is responsible: 8

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

MISSION OF ORGANIZATIONAL UNIT:

Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.
ISD accomplishes this by:
•effectively managing information systems and equipment;
•planning, communicating and implementing responsible information technology policies and solutions; and,
•sharing and transferring information technology knowledge and tools..

CONCEPT OF POSITION:

The IT Manager I (ITM I) is under the general direction of the Innovative Technology Solutions Branch (ITSB) Chief within the Information Systems Division (ISD) and is the Service Owner, responsible for the technical management of the Facility Management System (FMS) project. The ITM I also manages new and ongoing legacy data assessment and consolidation, legacy systems. The ITM I ensures technical alignment with CDSS goals and directives and works with control agencies to comply with state administrative requirements.

A. RESPONSIBILITIES OF POSITION:

25% Provides technical leadership and strategic direction to the FMS project team to ensure organizational objectives are accomplished through effective project management. Plans, directs and oversees the FMS project and ensures deliverables and functionality are achieved as defined in the project scope, funding documentation and subsequent project plans. Ensures mission critical program requirements are properly addressed. Negotiates with executive-level decision makers on issues of critical importance to system success. Supports CDSS technical enterprise and governance. Adhere to all State and CDSS IT security and privacy requirements. Work collaboratively with the Community Care Licensing (CCL) Division to ensure customer relationships are well maintained and communications are developed and ensure successful project outcomes are achieved.

25% Facilitates cross-functional project management, offering guidance and direction to both technical teams and business stakeholders. Utilizes Agile and Iterative methodologies and frameworks to ensure the successful delivery of projects and products. Oversees and approves technical components within project schedules and master plans, ensuring alignment with the business requirements of the CCL Division. Manages system build and maintenance deliverables, ensuring they are completed on time, within budget, and according to scope. Proactively identifies and addresses issues and risks, collaborating with project managers to develop risk registers. Directs and monitors Software Development Life Cycle (SDLC) activities. Implements processes for the review and approval of deliverables as per the State's IT Project Oversight Framework. Reviews and accepts contract deliverables, and facilitates contract managers in approving invoices.

20% Serves as the primary liaison between the FMS project, project sponsors and governance committees, provides project progress and escalates decisions and issues as needed. Serves as the central point of internal and external communications and coordination for the project. Provides strong advocacy for the project with external stakeholders, State government and the public. Represents the State of California and Department at statewide and national conferences and meetings. Effectively communicates with and develops and maintains excellent working relationships with a diverse group of stakeholders to ensure project status and strategic direction is shared and project-related interests are protected and met. Responsible for addressing issues of a wide variety of management and executive stakeholders at the local, State and federal levels. Officially represent the FMS project in executive meetings.

20% Ensures effective management of all resources assigned to the project; State, prime vendor and consultant staff. Provides direct management and supervision of the project contractors and support consultants. Manages contractor performance, approves work products and deliverables from project team, prime vendor, support consultants and interfacing agencies. Ensures that contractor proposals are consistent with State technical, business and policy requirements. Monitor legacy operations and establish a collaborative work culture with supervisors and design effective change governance on Assembly bills,Senate bills, IT Service Requests (ITSR's) etc; and assess their impact on FMS project.

5% Perform various supervisory responsibilities related to staff management and development. Evaluate necessary staff resources and training needs. Establish performance standards and expectations by conducting probationary reviews, annual Individual Development Plans, constructive interventions, corrective and disciplinary actions and training to enhance personnel growth. Provides advice and consultation to staff on the most difficult and sensitive work issues.

5% Perform other duties as assigned.

B. SUPERVISION RECEIVED:

The ITM I is under the general direction of the ITSB Chief.

C. ADMINISTRATIVE RESPONSIBILITY:

The ITM I is responsible for providing the highest level of technical management supporting various projects and work efforts for the Information Systems Division which includes administrative responsibilities related to personnel management, budget, contract development and management and organizational support activities. Additionally, the ITM I has administrative responsibilities over vendor contracts, and the development of status and project reports utilizing Division and Department standards and processes.

D. PERSONAL CONTACTS:

The ITM I has contact with executive leadership, staff at all levels of the department, other departments and control agencies, e.g., California Health and Human Services Agency, Department of Finance, Department of General Services, Department of Health Care Services, Office of Systems Integration, Federal Agencies, California Department of Technology and local government organizations and stakeholders. The ITM I also meets regularly with vendors and contractors and supports successful service procurements

E. ACTIONS AND CONSEQUENCES:

The ITM I is responsible for extensive knowledge of IT policy, standards, processes and procedures, and working with customers and IT colleagues to identify business problems, opportunities and solutions to advance business programs. The incumbent must exercise good judgment, analyze problems and take appropriate actions. Failure to perform due diligence and exercise good judgment would have an adverse impact on the ability of the ISO to deliver successful information technology projects that support the business and on the branch to provide knowledgeable, informed recommendations to the COSS for effective use to technology. This position requires the incumbent maintain consistent and regular attendance. Inconsistent attendance would shift workload to other employees and negatively impact the quality and timeline of projects.

F. OTHER INFORMATION:

Job requires operating a computer terminal approximately 80% of the time. This position requires a background investigation, including a criminal conviction history screening, before hire (IRS Publication 1075). Applicants are required to submit fingerprints via the Live Scan process to the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). Background investigation clearance is a condition of employment for this position. The incumbent must also possess knowledge of the system development life cycle (SDLC). Desirable qualifications
• Bachelor’s degree in Computer Science, Information Technology, or a closely related field.
• 7+ years of leading a team responsible for analyzing, developing, testing and supporting of software applications.
• 7+ years of developing and managing standards, tools and processes to ensure compliance.
• 7+ years of experience coaching and mentoring team members, performance management and contract management; • 7+ years of experience with software methodologies, technical project management and Salesforce.
•Ability to communicate complex technical and business process risks and issues to executive level staff.