

DUTY STATEMENT
DSH3002 (Rev. 01/2020)



California Department of
State Hospitals

Box reserved for Personnel Section

		RPA #	C&P Analyst Approval	Date
Employee Name		Division Technology Services Division		
Position No / Agency-Unit-Class-Serial 461-105-1405-902		Unit Electronic Health Record		
Class Title IT Manager I – EHR Program Delivery Manager		Location Sacramento		
Subject to Conflict of Interest ☒ Yes ☐ No		CBID M01	Work Week Group: E	Pay Differential
Other				
Briefly (1 or 2 sentences) describe the position's organizational setting and major functions Under general direction of the Electronic Health Record, Project Director, the Information Technology Manager I (IT Manager I) serves as a key leader within the EHR Program Unit, overseeing project management team, business solution analysts, and contracted usability/QA testers responsible for product delivery at go-live and ongoing system operations. The IT Manager I will develop and operationalize the future-state EHR operations model, including multi-disciplinary product teams, continuous release cadences, and aligned support structures. The role is accountable for embedding continuous improvement practices, monitoring operational effectiveness, and serving as a primary partner to the EHR vendor to ensure successful implementation, optimization, and lifecycle stewardship of the Continuum EHR system.				
% 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; percentage must total 100%. (Use additional sheet if necessary.)			
40%	Lead and supervise project management team, business solution analysts, and contracted usability/QA testers responsible for successful implementation, go-live, stabilization, and ongoing maintenance delivery of the EHR system. Provide management and oversight of EHR project delivery activities, including project planning, schedule and milestone management, scope, risks and issues, dependencies, resource coordination deliverables, and implementation readiness. Establish expectations and standards for project management practices and ensure program activities are effectively planned, tracked, reported, escalated and aligned with EHR Program objectives and governance. Delegates workload to subordinate staff; collaborates with other units to review, identify and improve policies and procedures; to achieve management goals. Coordinate cross-functional clinical, business, and technical teams to support implementation activities, release planning, product roadmaps, and solution adoption. Oversee the transition of implementation work into a sustainable delivery model, ensuring continuity between project implementation, stabilization, optimization, and ongoing maintenance and operations. Partner with the EHR vendor and internal stakeholders to manage delivery commitment resolve barriers, coordinate dependencies, and ensure solutions meet operational and technical requirements.			

	Direct the development and use of project and product delivery metrics, dashboards, status reporting and management controls to provide visibility into progress, performance, risks and readiness. Communicate delivery status, significant risks, decisions, and recommended actions to EHR Program leadership and governance bodies. Lead continuous improvement of project and product delivery practices to support consistent, predictable, and effective delivery throughout the EHR lifecycle.
25%	Lead the design, implementation, and ongoing refinement of the EHR operations model, including governance processes, release cadences, product team workflows, and support structures. Establish and oversee enterprise product management practices that govern intake, prioritization, release planning, enhancement delivery, and lifecycle management of the EHR solution. Lead multidisciplinary product teams in translating clinical, business, and technical priorities into actionable product roadmaps and release plans and establish accountability for delivery against approved priorities. Establish metrics and audit feedback loops to monitor product operational performance and drive continuous improvement, consistent with EHR program expectations for sustained monitoring and optimization. Evaluate performance trends, operational issues, user feedback, and emerging business needs to identify opportunities for optimization and recommend priorities to EHR leadership and governance bodies. Establish standards and processes to ensure enhancements and optimization activities are evaluated, prioritized and delivered consistently across DSH facilities.
20%	Lead operational coordination and serve as a liaison with the EHR vendor, directing and coordinating joint planning, issue resolution, release alignment, and operational readiness. Represent DSH product delivery and operational needs in vendor planning sessions, design reviews, configuration activities, and other executive or management level engagements to ensure alignment with DSH's operational needs and product team model. Establish expectations, priorities, and performance measures for vendor activities within the roles area of responsibility; monitor vendor commitments, deliverables, service performance, and resolution of product and operational issues; and escalate significant performance, delivery, or operational concerns to EHR leadership. Lead coordination of product related dependencies across the vendor, DSH technical teams, clinical/business stakeholders, and hospital operations to ensure readiness for implementation, releases, stabilization, and ongoing operations. Support multi-tiered support readiness as outlined in the EHR product-team and help-desk expansion framework.
10%	Lead and oversee usability testing, QA cycles, and user experience feedback mechanisms. Partner with vendor QA/testing teams and internal SMEs to validate configurations, test workflows, and ensure system performance meets clinical and administrative requirements.
5%	Other duties as assigned. Participate in cross-departmental initiatives, maintain confidentiality, and consistently provide exceptional customer service.
Other Information	This position reports to the Allenby Building in Sacramento County. A hybrid telework schedule, consistent with the State of California's in-office requirement, may be considered with prior approval from management. The incumbent may also be required to travel throughout California as needed, with prior notice

Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times.

The Department of State Hospitals provides support services to facilities operated within the Department. A required function of this position is to consistently provide exceptional customer service to internal and external customers.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the Office of Human Rights).

Employee's Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor's Signature

Date