DEPARTMENT OF CHILD SUPPORT SERVICES

DUTY STATEMENT

ASD 046 (REV. 09/2026)

Type of Duty Statement:	Current & Proposed	**Revision Date:**	10/21/2026

1. Position Information

A. Employee Name:

B. Position Number:	**C. CBID:**	**D. WWG:**	**E. Effective Date:**
817-414-1414-001	R01	E	

F. Classification Title:	**G. Working Title:**
Information Technology Specialist II	Sr. Project Manager

H. Division:	**I. Branch/Section/Unit:**
Technology Services	Technology Support & Planning Branch/Project Management Office

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 Information Technology Manager I in the Project Management Office.

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

Under general direction of the Project Management Office Manager; Information Technology Manager I (ITM I), the Information Technology Specialist II (ITS II) is responsible for providing a variety of expert-level project and portfolio management services to the Division's project teams and senior management, including strategic enterprise projects with technical and/or business complexity with an impact to the entire organization. These services may vary from performing in the role of senior project manager or as a lead business analyst for specified project needs, or project portfolio oversight purposes in the Project Management Office (PMO), Technology Support & Planning Branch (TSPB), within the Technology Services Division (TSD).

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
40 %	Project Management: Serve as the lead project manager on complex strategic enterprise-wide projects with impact to the entire organization. Lead and/or participate in cross-functional project teams, which may include business partners, subject matter experts, technical teams, contractors, and external stakeholders through all phases of a project. Manage all aspects of one or more projects in following Project Management Initiatives (PMI), California Department of Technology (CDT) standards and industry best practices throughout the Project Management Life Cycle. Provide Project Management support services including but not limited to: Develop and maintain road maps, dependency charts, project schedules, and Risk, Action, Issue, Decision (RAID) logs. Develop and maintain project plans. Maintain and update the project library. Identify/manage risks, issues, and assumptions related to tasks. Present status reports and updates to Sponsors and Upper-level Management. Facilitate team meetings. Monitor and communicate budget changes to the project sponsor(s) and seek approval. Control, monitor, and evaluate project activities using Microsoft Project. Track progress against milestones and manage project from initiation through delivery and monitor for continuous improvement.

25 %	Decision-Making, Analysis and Communication: Obtain information and identify key issues and relationships relevant to achieving project goals. Establish and commit to a course of action to accomplish project/workload goals. Develop alternatives based on logical assumptions, facts, available resources, constraints in alignment with Department of Child Support Services (DCSS) Strategic initiatives. This may include but is not limited to root cause analysis, action plans, and a willingness to change direction when new information is available to meet the objectives of the project or workload. Communicate frequently and effectively with project team, management, and customers. Provide both verbal and written communication to project team, management, and customers. Routinely and effectively collect, document, and communicate project status at every level in the organization. Provide excellent customer service to project team management, and customers. Use appropriate interpersonal styles and methods to ensure that meetings serve their objectives. Ensure successful project interactions through active communication and proactive conflict resolution across large stakeholder groups. Develop and maintain effective working relationships with project team members, subject matter experts, stakeholders, leadership, oversight, and executive sponsors. Communicate project information to executive leadership and project stakeholders using clear and concise language to effectively convey complex concepts to non-technical stakeholders, including developing monthly status reports.
15 %	Project Team Leadership: As a senior project management expert, provide mentoring, training, and support to state staff in ongoing and new operational, technical, and project management activities. Participate in meetings with DCSS and TSD management, staff, and contractors. Act as senior technical advisor to TSD Leadership on project management matters. Consult and provide guidance to all levels of DCSS staff on DCSS Project Management Methodology, standards, tools, and techniques. Work with stakeholders, write and speak effectively, and explain technical issues in a nontechnical manner; a strong customer service ethic; and the ability to handle multiple tasks, projects, and priorities simultaneously. Support project/portfolio management tools and processes. Specific areas of assignment will vary depending on the changing needs of the Departments and Division's project portfolio.

10 %	Process Development: Contribute to and/or lead the periodic review of the Division's Project Management processes and services, including making recommendations for and implementing process and service improvements.
5 %	Technology Trends: Keep informed of technology trends and industry best practices when recommending appropriate solutions. Consider the business implications of the technology to the current and future business environment. Prepare technical documentation related to the maintenance and operations of the DCSS applications.

MARGINAL FUNCTIONS	
5 %	Represent Enterprise Project Management Office Section on special teams, projects, and other duties as assigned. Perform special assignments, attends meetings, and is a back-up for peers and others. Invest in personal development and growth to maintain knowledge in the information technology field with emphasis on services.
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 participant, 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. As subject matter expert, this level is responsible for 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 downtime, loss of business continuity, poor customer service, and poor performance.

B. Personal Contacts:
The incumbent has contact with: DCSS executives, managers, supervisors, and staff; State and LCSAs staff; government agencies; contractors; interface partners; and vendors.

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:	