

Enterprise Information Services
Duty Statement

Section:	Business Information System (BIS)
Unit:	Operations (Functional/Technical)
Position Number:	065-501-1384-005
Classification:	Data Processing Manager II
Date:	4/12/2016

Supervision: Under the general guidance of the Data Processing Manager IV, BIS Program Director, the Data Processing Manager II (DPM II) will be responsible for developing, operating, maintaining, and enhancing the Department's Business Information System (BIS) SAP in the areas of Change Management, Incident Management, Standards Development, Communication Management, Data Management, and Project Management. The incumbent will manage the work of 10-15 staff directly and indirectly through one Staff Information System Analyst, Supervisor. The incumbent will serve as a liaison between the BIS Program and various CDCR Division Program staff.

Knowledge: This is the expert level and the incumbent will demonstrate true proficiency with respect to data processing concepts, practice, methods, and principles along with an in-depth understanding of, and currency, with respect to evolving industry trends and standards. The incumbent will have extensive knowledge of the Software Development Life Cycle (SDLC) and Enterprise Resource Planning (ERP) which are implemented within Enterprise Information Services (EIS) and California Department of Corrections and Rehabilitation (CDCR). The incumbent will effectively apply this knowledge to IT projects and impart this knowledge to co-workers, team leaders, and team members. The incumbent will have thorough knowledge of the practices and principles of supervision and demonstrates strong leadership skills in the supervisor capacity. The incumbent will have knowledge of the State budgeting process, legislative and administrative procedures, procurement policies and procedures, and the roles and responsibilities of oversight and regulatory agencies.

Abilities: The DPM II will be responsible for leading team members on a daily basis in developing comprehensive work plans, coordinating work products/deliverables, and ensuring their timely completion. In addition, the incumbent will work with the BIS Program Director and Manager, Infrastructure Manager, and Functional and Technical Process teams to coordinate effective end-user communications, change control, incident handling, and training relative to both the Technical and Functional support activities. The incumbent will convey needed information between the EIS staff, BIS customers, Functional and Technical managers/supervisors/leads, and other BIS team members, and assign tasks. The incumbent will supervise the implementation of software changes, legacy interfaces, and software development; support data analysis, cleansing and conversion, documentation, and custom report development; supervise testing functions including planning and testing software and processes and ensuring the security of data. The incumbent will have the ability to network and interface effectively with external entities, technical personnel, and management in securing and managing resources for large and complex projects.

Guidelines: The incumbent will have decision making authority. As the mid-level project manager, the incumbent will be responsible for the critical and complex projects where the consequence of error in decision making may have a serious and/or long-lasting effect on the operating efficiency of the department's business.

Complexity: This work is at the expert level and requires continuing efforts to establish concepts, theories, or programs. The incumbent will be responsible to train/mentor/direct organization staff to provide high quality customer service and support in a cost effective and efficient manner to the various

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CDCR Divisions. Additionally, the incumbent will coordinate staff and workload to ensure support is provided over all programs and groups within the supported Divisions.

The incumbent will plan, conduct, and coordinate complex ERP related technology assignments. The incumbent will apply organizational understanding in formulating strategies and policies pertaining to information technology (IT) service planning, service management and service delivery processes. The service planning process defines, tracks, and controls services that can be leveraged across multiple customers. It ensures that the services planned by IT match customer business requirements and IT delivery capabilities. The service management process enables IT to define, negotiate, monitor, report and control customer-specific service levels within predefined standard service parameters. The service delivery process enables IT to manage and perform the normal, day-to-day processing activities required for IT service delivery in accordance with agreed-upon service levels.

Scope and Effect: The incumbent will demonstrate team leadership competencies and model the Organization's values. At this level, the incumbent will provide technical leadership in the development, implementation, and maintenance of IT application systems. The incumbent will perform project planning, coordinate project resources, and lead team efforts to develop IT projects. The scope of the work involves planning, developing, and implementing technological solutions that are essential to the mission of the overall organization and/or affect large numbers of people on a long-term basis.

Supervision Exercised: One (1) Senior Information Systems Analyst, Three (3) Staff Information Systems Analysts, One (1) Staff Information Systems Analyst (Supervisor), one (1) Associate Systems Software Specialist, Two (2) Associate Information Systems Analyst, one (1) Associate Programmer Analyst, three (3) Information Systems Technicians, and one (1) Mechanical Technical Occupational Trainee.

Personal Contact: The incumbent has regular contact with:

- Headquarters—Accounting Management Branch, Budget Management Branch, Business Management Branch, Office of Facility Management, Office of Contract Management, Enterprise Information Services Division, Human Resources, Office of Labor Relations, Office of Civil Rights, Office of Risk Management and Policy and Evaluation Division.
- Adult Institutions and Juvenile Justice Facilities — Wardens, Chief Deputy Wardens, Associate Wardens, Business Managers, Superintendents, Executive Superintendents, Assistant Superintendents, and Business Operations staff
- Control Agencies—State Controller's Office, Department of Finance, Department of Personnel Administration, Department of Technology Services, State Compensation Insurance Fund and Department of General Services.

Purpose of Contacts: In the normal course of business, the incumbent will be expected to interpret business needs, communicate effectively with customers, at any level, regarding escalated service disruptions or enhancement requests, communicate service level objectives, and negotiate service level agreements.

35%	Supervision and Work Planning
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- Plan, organize, and direct activities of analytical and technical staff in the following program support areas: Project Management, Change Management, Communications Management, Program Cost and Personnel Management, and Data Management.
- Identify alternative project resources.

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- Recruit, interview, and hire staff.
- Provide project status to EIS management and control agencies.
- Prioritize work within the BIS Operations Unit.
- Contribute to unit budget, project unit expenditures, and track unit expenses.
- Provide point of contact for BIS enhancements, priorities, and activities.
- Analyze the impact of executive and legislative proposals on the CDCR and BIS Program.
- Ensure staff project time and effort is accurately reported and tracked.

30%	Project Plans, Schedules, Reporting, and Customer Relationship
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- Customer Relationship Management and incident handling/escalations.
- Develop and maintain a schedule of regular oversight/quality control checkpoints with BIS management, including regular meetings, conference calls, and as-needed meetings with BIS Functional/Technical Leads.
- Develop project plans and schedules.
- Report project status and deviations from approved schedules.
- Develop contingency plans as needed.
- Prepare internal and external project status reports.
- Develop control agency reports.
- Prepare and deliver regular status reports, within BIS and impacted program areas.
- Prepare/review Feasibility Studies, Special Project Reports, and Post Implementation Evaluation Reports as needed.
- Contribute to scope of work and conduct evaluations of bids.

20%	Application Design, Development, and Enhancements
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- Prepare/review formal system requirement specifications.
- Prepare/review project deliverables for each phase of the SDLC.
- Facilitate and participate in the planning, designing, building, testing, and implementation of new systems and/or enhancements to existing systems.
- Assign and coordinate the work efforts of project team members, crossing organizational boundaries when necessary.
- Facilitate, prepare for, conduct, and participate in peer reviews (walk-through).
- Prepare/review training documentation and participate in user training activities.
- Facilitate work assignments with consultants and vendors.
- Identify security requirements and definitions.
- Identify, implement, and maintain operational standards.
- Review and approve test plans.
- Review security requirements, data back-up, and recovery procedures.
- Design business specifications.
- Design conversion specifications.

15%	Methodologies, Standards, Training and Other
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- Oversee and provide policy and program direction to staff.
- Lead and participate in the development of methodologies and standards.

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- Participate in formal and informal training programs to strengthen project management and leadership skills.
- Evaluate commercial software products to determine potential benefit to the organization.
- Direct the formulation and implementation of IT policies and standards related to the functionality of the systems.
- Plan, organize, and conduct weekly staff meetings.
- Make executive presentations
- Act as a back-up to both BIS Technical/Functional Management t
- eams.

This Duty Statement, including the activities, objective, and performance standards, has been reviewed by the undersigned.

Employee: _____ **Date:** _____

Immediate Supervisor: _____ **Date:** _____