

California Department of Corrections and Rehabilitation (CDCR)
Enterprise Information Services (EIS)

Duty Statement

Section:	IT Customer Service and Field Operations - Southern
Position Number:	065-620-1387-006
Classification:	Data Processing Manager (DPM) IV
Date:	3/26/2015

Supervision: Under the general direction of the Deputy Director, Enterprise Information Services (EIS), California Department of Corrections and Rehabilitation (CDCR), the Data Processing Manager IV (DPM IV) serves as the Chief of IT Customer Service and Field Operations - Southern (CSFO-S) has full management responsibility for the most complex Information Technology (IT) environment, and has delegated authority for broad administrative and policy direction. The DPM IV will centralize and standardize the IT Field and Customer management, specifically the areas of field support, IT Service request intake, IT Standards development and compliance, Customer Service Management, Service/Operational Level agreements, application of IT Governance, and CDCR Strategic Goal 2 Performance Metrics Management.

The DPM IV has overall management responsibility for: CDCR IT field support units located in the CSFO-S, development and maintenance of CDCR customer service level agreements with both internal and external stakeholders located in CSFO-S; development and maintenance of operations level agreements with both internal and external stakeholders located through out CSFO-S; development and maintenance of IT service intake and governance strategies to promote IT standards, adherence to Strategic Goal 2, and multiple, statewide IT initiatives mandated by federal laws, state laws and court orders. The DPM IV is responsible for the execution of a mission focused coordinated IT portfolio in concert with the EIS Project Management Office and supports CDCR's IT service groups which are required to provide IT service to its end user community on a seven day a week, twenty-four hour a day basis. The DPM IV will implement and manage formal IT strategies taking into consideration the cost, stability, IT standards compliance and functionality benefits of centralized IT management that are fundamental to an organization as large, diverse and geographically dispersed as CDCR. In addition, the DPM IV has full management responsibility for planning, organizing, staffing, directing, and controlling the centralization, consolidation, and standardization of the Information Technology practices and standards, specifically the standardization of technologies that provide the services and connectivity required by CDCR information technology projects and programs. The incumbent will formulate policy, provide direction, and develop a strategy to manage resources that support the CDCR IT service levels in order to meet the mission critical statewide programs and projects and to ensure effective and efficient operations for technology services for the CDCR.

Knowledge: This is an executive level position, requiring an expert level knowledge in numerous administrative and technical areas. Administratively, the incumbent is expected to possess an advanced knowledge of the Department's mission and business function in order to take into account the larger business perspective. Similarly, the incumbent must apply an advanced level of organizational understanding in formulating strategies and policies pertaining to project planning and control, resource management, and resolution of administration and/or legislative issues. The incumbent must also have an in depth understanding of the State budgeting process, legislative and administrative procedures, procurement policies and procedures, licensing issues and the roles and responsibilities of oversight and regulatory agencies. The incumbent also advises others in applying this knowledge to secure resources, expertise and approvals for large scale information technology solutions.

To provide effective leadership across the broad spectrum of business for which the CSFO-S is responsible, the DPM IV must possess extensive knowledge and experience in a variety of areas, including all data processing, project management, resource management, portfolio management, IT Governance and Enterprise Architecture related concepts, practices, methods, principles and best practices. The incumbent must be an expert in applying this knowledge to any type of IT project or initiative and must be able to impart this knowledge to any person(s) who is either

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involved in such an endeavor or is responsible for overseeing the successful result of the endeavor.

Essential Functions: Traveling will be required to local Institutions within 50 miles and to Institutions statewide. Statewide travel will require overnight stays during the week, all efforts will be made to give advanced notice to accommodate schedule. Incumbent must be able to work within a Criminal Justice/Law Enforcement environment, safely drive a state-owned motor vehicle adhering to state policies and guidelines, and participate in the Department's annual TB test.

Guidelines: The incumbent has extensive decision-making authority and knowledge of the organization's business and takes into account the larger business perspective in proposing and designing IT solutions. The incumbent provides leadership in the development, implementation and maintenance of extremely complex, mission critical and long-term IT application systems. The incumbent directs and motivates team members to achieve project goals.

Complexity: The incumbent plans, conducts, and coordinates complex executive-level assignments. The incumbent must apply an advanced level of organizational understanding in formulating strategies and policies pertaining to EIS service management and service delivery processes. Misinterpretation of policies and directives by this position can result in inaccurate statewide implementation and non-compliance with State mandates, leading to negative interest and comment from the Legislature, media, and public. This position plays a proactive role in recommending and overseeing policies that contribute to more effective utilization of resources and result in cost savings throughout the state will significantly address concerns by the public, media, and Legislature regarding unnecessary government waste.

Personal Contact: The DPM IV plays a major role in coordinating with the EIS Director, EIS Deputy Director and other Department executive level management to align the Department's strategic and tactical plans with its business objectives to ensure existing and future projects, workload and resources are appropriately prioritized, assigned and managed to satisfy the Department's most critical business needs via IT solutions. Additionally, the DPM IV regularly consults with or advises executive management, administrative and program level staff on the planning, development, implementation and coordination of IT issues. The incumbent frequently contacts vendors to assess new technologies and provides oversight to contractors, negotiates contract modifications, and manages adherence to contractual terms. The incumbent is expected to justify, defend, negotiate and settle matters involving significant or controversial issues, communicating at the highest levels of the Department and Agency directorate and representing the Department to external stakeholders, control agencies and legislative entities.

The incumbent communicates effectively – both verbally and in writing, at the Control Agency, Department, and Division level. At this level, the incumbent is well organized and communicates effectively, orally and in written form with peers in the CDCR as well as with external entities.

The actual duties of the DPM IV include, but are not limited to:

50%	CDCR IT Resource Management Coordination
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Plans, organizes, and directs the development and implementation of CDCR's Customer Service level activities, which include the centralization, consolidation, and standardization of CDCR IT service resources located in the southern part of the state. Develops, implements, and coordinates the evaluation of policies and procedures that support the Department's centralized IT resource model. Manages staff to increase efficiency, provides regular performance metrics, and balances CDCR IT resources to provide continuity of CDCR business.

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30%	IT Service Model Implementation, Maintenance, and Enhancements
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Plans, organizes, and directs the service level agreements within the CDCR's mission critical areas, including coordinated correctional systems, required to provide evidence-based rehabilitation and recidivism reduction strategies and governmental accountability. Oversee the implementation of a new transition strategy to modernize existing systems, while managing existing service levels to the field operations units located in the southern part of the State.

15%	IT Policy
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Serves as a member of the Executive Steering Committee and represents the needs of Customer and Field Services, keeping the needs of the Enterprise as the primary advisor in the policy and decision making processes. Recommends, develops, and implements policy for the major programs and planned IT projects for field locations located throughout the CDCR. Prepares and presents policies and recommendations relative to the technology requirements and goals.

5%	Other
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Provides technical oversight to ensure systems maintained outside of EIS follow best practices. Develops and maintains strong working relationships with internal and external customers. Develops and maintains an effective organizational approach to information technology, which encompasses education and training, policies and procedures, prioritization and decision-making, performance measurements, process re-engineering and data modeling, system support, and skills development.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____