

Enterprise Information Services

Division:	Enterprise Information Services - EAMS
Section:	Applications Maintenance and Support – Enterprise Web and Collaboration Solutions Section
Position Number:	065-620-1393-007
Classification:	Data Processing Manager III

Supervision: Under general direction of the Data Processing Manager IV, Application Maintenance and Support Section Chief, the Data Processing Manager III has full management responsibility for planning, organizing, coordinating, directing and controlling the Enterprise Web and Collaboration Solutions Section (EWACS) at the California Department of Corrections and Rehabilitation (CDCR). EWACS provides analysis, design, development, implementation, maintenance and user training in the activities performed in support of solutions impacting each of the Department’s major operations, including the Divisions of Adult Institutions (DAI), Rehabilitative Programs (DRP), Juvenile Justice (DJJ), and Administration. EWACS develops public and internal facing web and client based applications, as well as the CDCR Internet, Intranet, and Extranet.

Knowledge: The incumbent will perform at the mastery level and have a thorough grasp of emerging industry trends, technical issues, system components, protocols and architectures. The incumbent is recognized in the industry as an expert in his/her area of specialization. The DPM III needs to know the principles and practices of public administration at the state level, including management, organization, planning, budgeting, project/contract management, employee supervision, and training. The DPM III demonstrates advanced leadership competencies and has a major role in the formulation of information technology (IT) strategy in partnership with executive level personnel, and policy across the department as it relates to established goals, long-range planning, new directives and major policy decisions. The incumbent also has a global perspective of the department’s business enterprise and takes that into account.

Guidelines: The incumbent has extensive decision-making authority, particularly in working with executive levels to govern modifications to critical applications. As the highest-level project manager, the incumbent is responsible for the most critical and complex projects where the consequence of errors in decision making or giving advice may have a serious and or long lasting effect on the operating efficiency of the department’s business undertaking or function. The DPM III will be responsible for administering policies, processes and practices governing the Department’s authority to execute IT projects, as well as develop and maintain operations of critical applications.

Scope and Effect: The DPM III provides management oversight for multiple line supervisors, professional personnel, and contract staff. As such, the incumbent must ensure how the section interfaces with the other application sections within Enterprise Application Maintenance and Support (including the Strategic Offender Management System (SOMS) and Business Information System (BIS) Enterprise Programs), Policy/Planning, Project Management and Acquisitions, Information Security and Change Management, IT Customer Service and Field Operations, Infrastructure Services. As the provider of public facing applications serving Californians for the Department, this position has interfacing responsibilities with multiple stakeholders. As such, decisions will have significant impact on the Department’s business operations.

Complexity: The DPM III manages projects and operations with high visibility to critical vested stakeholders, from the Governor, Legislature, Law Enforcement, Inmate Family Councils, and the Department of Finance. The incumbent plans, conducts, and coordinates complex information technology assignments; designs and applies new methods, and will function as the contract and/or project manager or director for multiple projects spanning multiple operating environments, as the application portfolio is significant. The incumbent serves as an expert technical consultant to management and executive staff in the area of information technology goals. The incumbent is also responsible for identifying the organization's need for projects, assessing project risk, approving project commitment, establishing the department's strategic IT plan and for ensuring that projects are consistent with the Department's, Agency's and overall State IT plans. The incumbent is an experienced administrator and manager and serves as the central point of contact for all budget planning and management activities for his/her section.

Personal Contact: The incumbent's demonstration of administrative and technical knowledge, along with his/her advanced level of leadership ability, allows him/her to administer the largest and most complex IT solutions throughout the entire development life cycle. To be successful, the DPM III has regular verbal and written contact with executive level staff throughout the Department to develop business partnerships for current and future IT efforts. The incumbent has regular contact with the vendor community to identify potential solutions, execute acquisition activities, provide oversight to contractors, negotiate and manage contract terms. The DPM III also has regular contact with the Office of Technology Services (OTECH) to ensure systems operate efficiently. The incumbent must possess effective communication skills, and demonstrate ability to act with tact and flexibility under pressure.

Purpose of Contacts: In the normal course of business, the incumbent is expected to justify, defend, negotiate, and settle matters involving significant or controversial issues; communication at the highest levels of the Department and Agency Directorate. The communications of the incumbent have an impact on the various litigations which the Department must respond, as well as direct interaction with the OTECH for solutions operating in that environment. The DPM III is required to provide status and progress updates to the highest levels of CDCR executive management, as well as executive level external stakeholders.

The actual duties of the incumbent will include the following:

50%	Project Manager/Director for Application Design, Development, Deployment and Enhancements
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- Develops and Maintains Customer Relationships with Department Executives and Stakeholders.
- Establishes and maintains communication and frameworks and forums for operations and project governance with department program areas and business partners across the state and vendor community.
- Solves complex business problems by providing technical advice and managerial support.
- Uses innovation to apply business knowledge to complex technical solutions.
- Recommends changes to reduce problems and minimize occurrences and impacts of all incidents.
- Supports and leads solutions with service providers. Conducts acquisitions and monitors vendor delivery.
- Sets, agrees, and monitors achievements of performances targets.
- Advises IT executive management on system technical constraints, performance criteria, and interoperability issues.

- Leads the preparation of the section’s Budget Concept Statements and Budget Change Proposals.
- Oversees the preparation of required Feasibility Studies and Special Project Reports.
- Oversees, directs and mentors line supervisors, project managers, and team leaders.
- Reviews, approves and oversees project plans and project schedules.

30%	Operational Oversight, Supervision and Workload Planning for Application Development Personnel
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- Develop strategy for current and future initiatives of the Section, EIS, and CDCR.
- Define responsibilities for line supervisors, assign authority, and create staff accountability.
- Reviews plans, designs, and system specifications.
- Ensures compliance with security policies, data back-up and recovery procedures.
- Monitors, directs and mentors team efforts to develop solutions for common maintenance problems and performance issues.
- Recruit, interviews, and hires staff. Ensures line supervisors are compliant with personnel and supervisory practices.
- Prioritizes work within the section.
- Develops and manages the section budget and provides direction/advice to the Division budget.
- Assesses impact of legislation and litigation on CDCR and EIS.
- Analyzes staff project time and uses it to forecast and justify needs.

10%	Application Contract and Project Plans, Schedules and Reporting
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- Plans and coordinates multiple projects.
- Oversees technical systems implementation teams through the system development life cycle.
- Guides senior management toward change and balanced system solutions.
- Prepares language for and negotiates contracts for the division and department.
- Develops and establishes departmental standards and procedures.
- Reports project status and unapproved deviations from the schedule to senior management and agency.
- Defines the future environment through effective forecasting.
- Develops contingency plans as needed.
- Researches, prepares and delivers presentations to users and senior management.

10%	Methodologies, Standards, Training and Others
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- Coordinates integration of data, information, and services, and define business and technical data requirements.
- Ensures compliance to standards, procedures and methodologies.
- Takes definitive responsibility for risk management.
- Leads and participates in the development of methodologies and standards.
- Participates in formal and informal training programs to strengthen project management, managerial and leadership skills.
- Develops criteria for and evaluates commercial products to determine potential benefit to CDCR.
- Provides input to proposals and cost estimates.
- Performs cost benefit analysis and conducts risk analysis.

- Participates in Senior Managers meetings, backups the Chief, Application Maintenance and Support and the Deputy Director, Enterprise Applications, and other activities as required.
- Organizes and runs weekly Section staff meetings.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____