

Enterprise Information Services
Duty Statement

Section:	Application Maintenance and Support (AMS)/Correctional Application Solutions
Unit:	Parole Automation and Biometric Identification Systems
Position Number:	065-620-1384-029
Classification:	Data Processing Manager II
Date:	5/2015

SUPERVISION: Under the administrative direction of the Data Processing Manager III, Corrections Application Solutions, the Data Processing Manager II (DPM II) will serve as the manager over the Parole Automation and Biometrics Identification Systems Unit within the Enterprise Information Services Division (EIS), California Department of Corrections and Rehabilitation (CDCR). The incumbent will manage the work of 10-15 staff directly and indirectly through one Staff Information Systems Analyst, Supervisor. The incumbent will serve as the liaison between the EIS Technical Staff and various CDCR Division Program staff.

KNOWLEDGE: This is the expert level and the incumbent demonstrates 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 has an extensive knowledge of the Software Development Life Cycle (SDLC) as implemented within CDCR/EIS. The incumbent effectively applies this knowledge to IT projects and imparts this knowledge to co-workers, team leaders and team members. The incumbent has thorough knowledge of the practices and principles of supervision and demonstrates strong leadership skills in the supervisor capacity. The incumbent has a thorough knowledge of the State budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues and the roles and responsibilities of oversight and regulatory agencies. The incumbent has 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 has decision-making authority. As the highest-level project manager, the incumbent is responsible for the critical and complex projects where the consequence of errors 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 is 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 CDCR Divisions. Additionally, the incumbent must coordinate staff and workload to ensure support is provided over all programs and groups within the supported Divisions.

The incumbent plans, conducts, and coordinates complex information technology assignments. The incumbent applies 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 demonstrates team leadership competencies and models the organization's values. At this level, the incumbent provides technical leadership in the development, implementation and maintenance of IT application systems. The incumbent performs project planning,

Enterprise Information Services
Duty Statement

coordinates project resources and leads 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.

PERSONAL CONTACT: The incumbent consults with external entities and advises management, administrative or executive staff on the planning, development, implementation and coordination of IT issues. Incumbents communicate effectively, both orally and in writing, with subordinates, peers, clients and customers at all levels. Incumbents demonstrate presentation skills by preparing and conducting presentations and briefings for CDCR management and groups external to the CDCR. There is regular contact with IT staff, management, and external entities to coordinate problem resolution and ensure conformity of methods and practices. The Incumbent contacts users to discuss business and system requirements, contractors to provide contract oversight and contact vendors to discuss existing or new technology.

The incumbent will be required to travel to downtown Sacramento in support of the Division of Adult Parole Operations (DAPO) mission and maintains personal contact with DAPO's administration team. The incumbent may contact vendors to provide oversight and adherence to contractual terms for equipment purchases and/or service support. The incumbent communicates effectively – both verbally and in writing - at the Division, Department, external department and Control Agency level. At this level, the incumbent is well organized and communicates effectively, verbally and in written form with peers in the CDCR as well as with external entities. The incumbent writes status reports for DAPO HQ staff.

PURPOSE OF CONTACTS: In the normal course of business, the incumbent is expected to market IT services, to communicate effectively with customers at any level regarding escalated service disruptions or service requests, to communicate service level objectives, and to negotiate service level agreements.

The actual duties of the incumbent will include the following:

50%	Supervision and Work Planning
-----	-------------------------------

- Identify alternative project resources.
- Recruit, interview and hire staff.
- Provide project status to CDCR management and control agencies.
- Define vision and mission for the IT Support team.
- Prioritize work within the Parole Automation and Biometrics Identification Systems Unit.
- Develop unit budget, project unit expenditures, and track unit expenses.
- Provide point of contact for Parole Automation issues, priorities and activities.
- Develop and review Budget Change Proposals as needed.
- Analyze the impact of executive and legislative proposals on the CDCR, EIS and the Parole Automation unit.
- Ensure staff project time and effort is accurately reported and tracked.

20%	Project Plans, Schedules, Reporting and Customer Relationships
-----	--

- Customer Relationship Management and DAPO Support, including maintaining an IT Portfolio for DAPO Executives.
- Develop and maintain a schedule of regular oversight/quality control checkpoints with DAPO management, including regular meetings, conference calls and as-needed meetings with DAPO staff.

Enterprise Information Services
Duty Statement

- 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 EIS and impacted program areas.
- Prepare/review Feasibility Studies, Special Project Reports and Post Implementation Evaluation Reports as needed.

20%	Application Design, Development and Enhancements
-----	--

- Develop and/or review impact assessments of proposed executive and legislative changes.
- Understand the business enterprise to include political and regulatory issues as well as its goals and mission.
- Prepare/review formal system requirement specifications.
- Prepare/review project deliverables for each phase of the SDLC.
- Facilitate and participate in planning, designing, building, testing and implementing 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.
- Make presentations to all levels of CDCR Management as well as groups outside the CDCR.

10%	Methodologies, Standards, Training and Others
-----	---

- Lead and participate in the development of methodologies and standards.
- 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.
- Understand, follow and educate others in CDCR's Configuration Management Policy.
- Understand, follow and educate others in CDCR's Project Initiation Process.
- Participate in Division meetings and team meetings/activities.
- Plan, organize and conduct weekly staff meetings.
- Provide back up to CAS Section Chief.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____