

Enterprise Information Services Duty Statement

Section:	Strategic Offender Management System (SOMS)
Unit:	Business Analysis / Project Management
Position Number:	065-625-1558-501
Classification:	Systems Software Specialist II (Supervisory)
Date:	11/12/2015

Supervision: Under general supervision of the Systems Software Specialist III (Supervisory), within SOMS Technical Organization, Strategic Offender Management System (SOMS) Project in Enterprise Information Services (EIS), the incumbent serves as technical and communications liaison to System Integrator and the California Department of Corrections and Rehabilitation (CDCR) for the Business Analysis/Project Management Team, and is responsible for the Training Curriculum for the SOMS end user community.

Knowledge: This is an expert level position and the Systems Software Specialist II (Supervisory) (SSS II (Sup)) must have extensive knowledge of data processing concepts, practices, methods and principles, and an in-depth understanding of evolving industry trends and standards. The incumbent must have strong analytical skills and a substantial knowledge of the Systems Development Life Cycle (SDLC) as implemented within EIS. Extensive knowledge of industry trends, best practices, and standards are necessary for this position. The individual must be able to design and implement a full training curriculum in support of software development and deployment activities in support of SOMS. Interaction with business/program subject matter experts and other EIS technical personnel requires the incumbent to demonstrate the basic competencies associated with good communication and team leadership.

Guidelines: The incumbent should utilize initiative, creativity and resourcefulness in making recommendations for new policies, system enhancements, or configuration changes. In addition to state and federal laws and guidelines, the incumbent must adhere to CDCR policy regarding behavior or conduct on the job.

Complexity: To perform the customer support and technical liaison aspects of the job, the incumbent performs work that includes varied duties requiring many different and unrelated processes to a broad range of activities with a substantial depth of analysis.

Scope and Effect: The incumbent performs technical work to configure the SOMS application where the results affect substantial numbers of people. The incumbent must demonstrate competence in a general supervisory role and demonstrate technical or team leadership with a high degree of versatility. The incumbent will review the work product and requests for training requirements, business process re-engineering, application enhancements, application defects, and infrastructure changes submitted by business and technical stakeholders on a regular basis; works with Requirements Management team to assess the impact of the change to SOMS applications and infrastructure components; works with technical and business subject matter experts to determine priority, severity, and impact of proposed changes; communicates impact information to stakeholders via meetings and written correspondence. The incumbent executes EIS procedures and enforces policies for introducing change into SOMS controlled production and staging environments; assists team members and customers to follow policies and procedures; assists in performing updates and obtaining approvals for Change Management processes and procedures; is responsible for providing customer guidance and support for production and project release/change control processes; assists in maintaining and

Enterprise Information Services Duty Statement

distributing the enterprise change calendar; assists in impact analysis for production and staging environments, including interfaces with other business applications and infrastructure components.

This duty statement attempts to identify the most significant responsibilities, but acknowledges that there may be other activities as required that make up the balance and totality of the job.

Personal Contact: The SSS II (Sup) consults with and/or advises management, administrative, and executive staff on the planning, development, implementation and coordination of SOMS IT issues. The incumbent frequently contacts vendors to provide oversight, negotiates contract modifications, and manages adherence to contractual terms. The incumbent demonstrates high-level communications, interpersonal and organizational skills.

Purpose of Contact: The incumbent will work with managers, technical staff, contractors and systems users to provide and make recommendations regarding systems and problems requiring solutions. The incumbents must be able to communicate effectively, both orally and in writing with subordinates, peers, clients, and customers at all levels. The incumbent must possess an ability to gain influence, motivate, persuade, and lead individuals or groups.

The actual duties of the incumbent will include but are not limited to the following:

30%	Supervision and Work Planning
	<ul style="list-style-type: none">• Recruit, interview and hire staff.• Provide leadership and direction to staff as needed. This will include the ability to plan, schedule, and prioritize workload of the unit.• Define responsibilities and assignments and ensure staff accountability.• Complete and monitor Individual Development Plans (IDP) to ensure good feedback and communication with staff regarding their performance and achievement.• Develop training plans, monitor training needed by staff and ensure training is made available when possible.• Provide mentorship and on-the-job training to develop staff subject matter expertise.• Ensure staff project time and effort, including overtime, is accurately reported and tracked using approved project management tools.• Manage time and budgets of contracts for services and contractors who provide services.• Create and maintain a working environment that encourages cooperation between the SOMS team, Customers, EIS staff and any other stakeholders.• Analyze legislation for impact on the CDCR, EIS and the DDPS/SOMS.• Provide point of contact for unit issues, priorities and activities.• Proactively and creatively identify alternate project resources.• Decommission Legacy applications and develop plans to redirect resources.
20%	Application Maintenance and Support
	<ul style="list-style-type: none">• Lead and oversee staff that facilitates requirements gathering sessions to define deliverables and make recommendations for changes or enhancements to the application.• Coordinate and direct the activities of the SOMS application staff including internal and external stakeholders in cross-organizational and cross-functional teams.

Enterprise Information Services Duty Statement

- Develop relationships with the business organizations to learn and understand the business requirements and needs.
- Analyzes the root causes of IT problems in order to implement, or recommend implementation of, efficient technology solutions.
- Oversee staff that supports configuration management
- Monitor and resolve problems with IT software, and processes.
- Analyze IT data and situations.
- Participate and assist in coordination of testing new releases.
- Analyze situational and requirements information.
- Prepare for, conduct, and participate in walkthroughs.
- Prepare system, program, and user documentation.
- Participate in and coordinate or lead data maintenance and data quality efforts.
- Assist team efforts to develop solutions for complex maintenance problems.

20%	Project Management and Reporting
-----	----------------------------------

- Responsible for oversight and reporting of any projects within the scope of the unit.
- Review and approve formal system requirement specifications and project deliverables.
- Contribute to the development and review of internal and external project reports, including status reports, control agency reports, and any other ad hoc report as needed.
- Develop contingency plans for project and for supported systems.
- Contribute to and/or review Feasibility Studies, Special Project Reports, IT Procurement Plans, and Post Implementation Evaluation Reports, and other documents as needed; ensure reporting is completed within time lines established by Control Agencies, CDCR's Budget Office and EIS' Project Management Office as needed.
- Conduct and/or participate in project meetings, including team, oversight, steering committee, section, executive, or others as required.
- Oversee the decommissioning of OBIS and DDPS applications.
- Participate and lead special projects as needed.

20%	Training Development and Deployment
-----	-------------------------------------

- Lead and Supervise the development of IT training materials in support of software deployments.
- Develop training methodologies that are best suited for the materials and the audience in support of software deployment.
- Standardize training materials and delivery methods.
- Utilize new tools, software and technology to provide relevant content in the most efficient method.
- Manage the delivery, storage, and refresh cycles of training content.
- Work with User Project Managers on the development of IT needed curriculums, content, job aids, and training methodologies.
- Work with the SOMS Sustain Team on deployment activities and supervise SOMS training and oversight on training environments.
- Manage the Learning Management System (LMS) for the SOMS program curriculum.

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

- Participate in the development of methodologies, procedures, and standards and ensure compliance to EIS and State standards.

Enterprise Information Services Duty Statement

- Participate in formal and informal training programs to strengthen project management and leadership skills.
- Participate in the identification, development and communication of new technology standards and best practices as appropriate.
- Participate in Unit, Section and EIS Division meetings.
- Understand security needs and ensure the security of information stored on EIS systems.
- Knowledge of customer service, training, motivating staff, recognition, and progressive discipline; and a manager's role in contributing to and achieving an equal opportunity workplace.

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

Employee's Signature

Date

Supervisor's Signature

Date