



Classification: Data Processing Manager II
Title: Project Management Office Manager
Salary: \$6,298.00-\$8,279.00
Posted: 11/9/16
Permanent, Full-Time

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

Not Your Average IT Shop

The Data Processing Manager II (DPM II) is a valuable and contributing member of the Information Technology Services Division (ITSD) Management Team comprised of highly motivated, collaborative professionals. The DPM II may act as a backup to the DPM III and/or other CSAC IT Supervisors and Managers; therefore, we are searching for a self-starter, creative thinker with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Team might be the right fit for you.

About the System you'll support

The Grant Delivery System is comprised of 17 applications, the oldest of which was developed 30 years ago. The ITSD Infrastructure Team, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently taking part in the State's new IT project approval process administered by California Department of Technology. Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system.

Highlights of the Job

- Manager over the Enterprise Project Management Office.
- Manager over the Enterprise Change Control Program.
- Manage all CSAC projects.
- Manage data, SharePoint and website governance programs.
- Establish and manage enterprise project portfolio and associated tool set(s).
- Collaborate with other CSAC groups to establish, document, train and manage SDLC and ITIL polices, processes and procedures.
- Collaborate with diverse technical and non-technical groups, spanning all organizational levels.
- Responsible for management and oversight of contractors, evaluating and monitoring contracts, performance and deliverables.
- Responsible for managing multiple projects and competing priorities simultaneously.
- Manage staff with multiple project and competing priorities simultaneously.
- Identify metrics and drive initiatives to improve the quality of ITSD services.

- Support, train, and act as the source for project management leadership and expertise.
- Establish and promote best practice standards, quality and methodologies into a project management discipline.
- Provide the expertise and channel of communication for CSAC staff regarding project status, mitigation of issues, risks and manage dependencies across projects, divisions and the enterprise.
- Build CSAC project management maturity at the enterprise level.
- Represent CSAC at meetings and conferences with stakeholders, policy makers and the general public.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/Pages/1381.aspx>.

Preferred Qualifications

- PMP certified.
- Extensive experience with the State IT procurement policies, processes and procedures.
- Prior lead and/or management experience.
- Well-developed interpersonal skills.
- Experience and expertise in release, change and production management.
- Expertise in understanding and applying SDLC and ITIL methodologies.
- Extensive project management experience on complex and/or high-profile projects.
- Experience and/or understanding of the State IT procurement policies, processes and procedures.
- Understanding of software licensing procurement.
- Experience with establishing various governance programs.
- Experience and expertise utilizing various project management and procurement tools.
- Extensive experience working on IT projects some of which involved web services and web applications.
- Ability to understand complex technologies and concepts.
- Understanding of and experience with technical architectures, standards and best practices.
- Enterprise understanding of technical development environments.
- Enterprise understanding of software development methodologies.
- “Hands-on” and extremely detail oriented.
- Must be expert in developing, documenting and training on policies, processes and procedures.
- Comprehensive understanding of application support processes/issues.
- Experience writing technical design documents as well as policy, process and procedures.
- Expert writing, time management, communication, analytical and organizational skills.
- Ability to effectively communicate via various media with management, stakeholders, customers, contractors, peers and staff.
- Ability to direct and establish appropriate administrative policies and procedures to improve processes within CSAC.
- A willingness to learn new things, embrace change and support others with change management.
- An ability to perform well under pressure on time-sensitive and high priority projects.

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in a Data Processing Manager II position. Applications will be screened and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus provisions.

Please reference RPA #16-035/JC#42522 Position # 270-701-1384-xxx, Data Processing Manager II in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify

the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed.

How to Apply/Final Filing Date

Applications and resumes will be accepted by the final filing date of November 28, 2016, and must be submitted electronically through the CalHR Cal Career Jobs website at www.jobs.ca.gov. Resumes are optional, however, the Standard 678 Employment Application is required.

Applications will not be accepted by fax or e-mail and will only be accepted through the CalHR Cal Career Jobs website.

Please contact Personnel@csac.ca.gov if assistance is needed with the electronic application process. It can then be determined whether a hard copy application is an only option.

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Data Processing Manager II
Working Title:	Project Management Office Manager
Position Number:	270-701-1384-xxx
Location:	11040 White Rock Rd. Rancho Cordova, CA 95670
License/Other Requirement:	N/A
Date Prepared:	October 24, 2016
Effective Date:	

Function: *(Summary of Responsibilities)*

Under the direction of the Data Processing Manager III, Information Technology Services Division, the incumbent is the manager of technical analysts responsible for all phases of the Project Lifecycle and System Development Life Cycle. The incumbent will communicate a clear vision, set expectations, provide leadership, motivate the project team at all levels, and exercise sound judgment in managing CSAC enterprise initiatives.

Reporting Relationships:

Reports directly to: Data Processing Manager III (DPM III).

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

As a valued member of the Information Technology Services Division team, you make it possible for the California Student Aid Commission (CSAC) to improve by providing expert level consultation, being innovative, resourceful, and flexible, reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly, and with respect. Your efforts are important to each member of the team, as well as the students and schools we serve.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- *Exists to perform the function*
- *Limited numbers of employees available to perform function*
- *Highly specialized function*
- *Removal of function would fundamentally alter the job*
- *Must be able to perform with or without reasonable accommodation*

40%

Responsible to recruit, hire, train, plan, manage, organize, direct and coordinate a team of analysts who are well-versed in and follow standard project management methodologies according to the Project Management Body of Knowledge (PMBOK) and the California Project Management Methodology (CA-PMM). Effectively carry out supervisory responsibilities in accordance with the State and CSAC organization's policies and applicable guidelines and laws. Although not all-inclusive, responsibilities include appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems; workload management; monitoring work product to ensure it meets completeness, quality, and timeliness standards; set/manage priorities and expectations for staff; ensure adherence to security and EEO policies, processes and procedures.

Support the development and growth of information technology service management in the ITS Division using the Information Technology Infrastructure Library (ITIL) framework to improve the delivery of services and information to our internal and external stakeholders. Develops continuous process improvement initiatives. Actively manages and contributes to the development and administration of Enterprise Services projects, policies, procedures and standards.

Actively participate and manage mentoring and career development opportunities for staff. Responsible for motivating, developing and directing staff in their work performance, improvement to work environment, quality of work and productivity. Provide leadership to staff in order to successfully meet CSAC goals and objectives.

Responsible for planning, coordinating and directing staff activities to deliver stellar customer services. Establish and employ effective customer relationship management principles, policies, processes and procedures. At all times, ensure customer service and customer relations are staff priority. Establish and employ processes and procedures that support effective and efficient customer services and support. Ensure staff is trained and follows established processes and procedures.

Responsible for understanding, supporting and adherence to and ensuring staff adherence to all CSAC and State security, IT security, and asset management policies, processes and procedures. Work as a management back up for other IT supervisors and managers. Employ a general knowledge and understanding of other IT disciplines and functions.

Lead organizational change management with staff and supervisors in line with CSAC enterprise organizational change management efforts.

Responsible for developing, leading and managing CSAC IT, SharePoint, Web Services and Data Governance Programs. Responsible for CSAC Enterprise Change Control Program, Release Management and Production Operations Program. Works closely with the IT Production Support Services Unit for production support activities.

Actively facilitates cross-functional workgroups/teams in order to effectively meet the goals and objectives in support of the CSAC mission. Ensure effective communication and collaboration among teams and establishes processes and procedures which support this effort. Responsible for providing presentations, executive summaries and meeting management to CSAC Executive Management as needed. Responsible for forward thinking and future planning in order to effectively establish accurate activities and tasks to meet future program expectations.

Responsible for working independently to create complex documents, letters, emails, memos and other correspondence in order to communicate with other department staff, other state agencies and/or general public using correct grammar, spelling and syntax. Conduct comprehensive research and analysis to support reports, project summaries, proposed legislation reviews in order to comply with legislative mandates, complete assigned work and help ensure CSAC meets its goals and/or fulfills its mission. Must communicate technical concepts to non-technical audiences. Responsible for development and delivery of a variety of presentations to various audiences.

40% Ensure all projects are defined, developed, tested, documented and implemented following quality standards and scheduled time lines.
Participates in quality assurance peer reviews of project management documentation, business requirements, use cases, user stories, technical specifications, and test documentation and presentation materials to ensure that the documents meet the project management and/or Systems Development Life Cycle (SDLC) methodology standards. Ensure that the information presented is accurate and interpreted correctly.

Develops and monitors project success metrics. Conducts lessons learned following the close of the project. Coordinate with other CSAC Managers and Supervisors to obtain the current status of projects or programs. Prepare and deliver status reports and presentations to various audiences.

Manage contractors/vendors to produce and ensure contract deliverables are timely, meet the contractual obligations, and are under cost thresholds. Analyze, review, evaluate, select, and approve vendor proposals. Evaluate and monitor vendor for performance.

Establish a project management methodology based on current project management standards and best practices to use throughout the CSAC enterprise organization. Manage all project management standards and review project plans to ensure consistency with the organization's enterprise project management methodology. Continually improves project management practices based on project management best practices, new ideas, barriers and risks.

Responsible for establishing and managing efficient and effective policies, processes, procedures and communications to support a foundational enterprise services program that assists in ensuring successful completion of all enterprise projects, governance, change management and production support programs/projects/efforts.

Leads and monitors all phases of enterprise projects, from scope, schedule, budget, and resources following the CSAC project management and Systems Development Life Cycle (SDLC) methodologies. Identify and manage risks and issues. Effectively communicate in writing and verbally, project information to project stakeholders. Responsible for vendor management regarding completion of all project deliverables. Leads and manages various project, governance and production support teams which may consist of business analysts, system engineers, system architects, subject matter experts, external entities, and user acceptance testers.

15% Responsible for establishing a comprehensive enterprises services program. The program includes project management, various governance initiatives and production support. Also responsible for the outreach, communication and training for all of the enterprise services components. These activities include initial and ongoing communications and training via a variety of media. Responsible for establishing and maintaining an enterprise services program web or SharePoint site.

Non-Essential Functions:

- *Secondary to essential functions*
- *Function is a minimal part of the job*
- *Make up remaining duties of the position*
- *Can be absorbed by another staff person*

5% Other duties as required.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act.

V. Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

Duties require the incumbent to sit for extended periods of time to operate a computer; sit, stand, speak, see, and hear presentations and participate and/or facilitate meetings, conferences, and workshops; frequent keyboard entry, telephone; grasp and handle papers, small objects and large manuals; reach to file above shoulder level; bend/stoop to file below waist level; and occasionally lift up to ten pounds. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

VI. Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations. The work environment is fast-paced and requires considerable flexibility in managing time, priorities, and assignments. It can be demanding and/or stressful.

VII. Attendance:

Must maintain regular and acceptable attendance at such level as is determined in the Commission's sole discretion.

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Personnel Office).

Professional Conduct: As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.