

CalSAWS Job Description

CALSAWS POSITION: REGIONAL MANAGER

SALARY RANGE

Salary determined by Employer

JOB DESCRIPTION

This position acts as a liaison between the CalSAWS project and the counties, Regional Managers are a key management point of contact between the Consortium and the counties, providing county-specific information to the project and communicating project information to the Counties. Regional Managers track and communicate status of counties' activities, communicate issues that impact the counties and assist in the resolution process, assist the counties to improve program performance through implementation of system best practices supporting organizational change management activities and training needed for the CalSAWS implementation and overseeing the implementation of the CalSAWS governance process within the region.

This position reports to the Customer Engagement Manager. This position requires the application of significant technical knowledge and analytical skills necessary to provide technical expertise.

RESPONSIBILITIES

- Supervising a section/team of Regional Managers, including time and performance management tasks;
- Contributing to design, development and/or review of work products and deliverables including:
 - Regional Status Reports;
 - System change Request Feedback;
 - Change Control Board Decisions;
 - Release Packages Input;
 - Go/No Go Decisions;
 - Deliverable Review Comments;
 - Information Transmittals; and
 - Requests for Information.
- Supporting counties in attainment of strategic priorities, both county-specific and Consortium as established by the Consortium;
- Leads, participates in the work and may supervise a team of Analysts and other technical staff engaged in the development, implementation or maintenance of highly complex systems.
- Develops systems specifications, through requirements gathering, research, analysis and direct contact with business units, subject matter experts, system users and technical staff, and hardware/software vendors for specialized and complex applications using relevant tools and techniques for systems development.
- May assist to provide communications for the development and maintenance of technical documentation for enterprise or complex systems.
- May serve as the system manager for a complex application system, controlling system configuration such as data dictionaries, configuration options, and release cycles; regression test development planning and managing the release of new or updated application modules; analyzing, planning, documenting and championing changes to business processes; planning training, and having authority for change management at the application level.

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- Briefing County Directors regarding project status, issues, agenda and action items, understanding new policy and communicating county impact ensuring that County contacts have the resources to understand project plans, implications of proposals or system changes and expectations;
- Facilitating communication between the counties and Project about upcoming activities, functionality, issues which need resolution, reviewing Information Transmittals, and Request for Information prior to distribution to counties;
- Reviewing all work products and deliverables prepared by the Vendor(s), assist the counties to improve program performance through implementation of system best practices;
- Supporting organization change management activities and training needed for implementation;
- Overseeing the implementation of the governance process within the region;
- Attending Change Control Board (CCB) meeting as a decision-maker;
- Facilitating county adaptation to new features, releases, programs, and projects, providing orientation to new county Primary Point of Contacts (PPOCs) including process to communicate Project information across the represented counties;
- Actively engaging in the Project Steering Committee (PSC), ensuring the PSC members are briefed and prepared to make informed decisions, coordinating with the PSC member to discuss CalSAWS Committees or replacements with personnel from the respective Region to serve as needed;
- Acting as the first escalation point for Regional Committee (RCM) and county PPOCs to resolve issues;
- Facilitating county enhancement request process, identifying, documenting, resolving, and/or escalating risks/issues to the appropriate level; and
- Visiting counties on a regular basis and at the request of the county, and actively participating Project meetings, as well as facilitating and arranging regional and County Meetings.

DESIRABLE SKILLS AND CAPABILITIES

Candidates of this position should have applicable experience, skills, and capabilities to perform the following functions and activities:

- Working knowledge of public assistance programs and state policy as it relates to SAWS;
- Strong analytical and problem-solving skills;
- Strong organizational, management and leadership abilities; and
- Demonstrated ability to lead a team through various project stages.
- Incumbents must possess good oral and written communication skills for developing technical and user documentation

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

Five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization performing information systems analysis and design for complex systems

-OR-

Five (5) years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts, program/policy analyst or another closely related administrative field **or county operations**.

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-OR-

Two (2) years of experience, within the last three years at the level similar to a Los Angeles County Senior Information Systems Analyst or Human Services Administrator I.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.