

CalSAWS Job Description

CALSAWS POSITION: CalWIN APPLICATION MANAGER

This limited-term position will not continue into CalSAWS Maintenance & Operations.

SALARY RANGE

Salary determined by Employer

JOB DESCRIPTION

The CalWIN Application Manager reports to the CalWIN Executive Director. The CalWIN Application Manager conducts complex and sensitive research assignments requiring locating and gathering of data from multiple sources and interpretation of often conflicting and ambiguous data to reach sound conclusions; identifies research problems and challenges, determines analytical techniques appropriate to an assignment's purpose; develops statistical and information-gathering processes to ensure quality, integrity, validity, and relevance of data obtained for analysis and decision making purposes.

The Application team oversees interpretation, approval, and implementation of policy into system changes, analyzes and evaluates critical and current legislation, verifies translation of policy into functional requirements and business functions, oversees project governance and the change approval process for the project. The CalWIN Application Manager leads the Business Analysts in the interpretation, approval and implementation of policy into CalWIN system change, brings forward policy related risks and mitigation plans.

RESPONSIBILITIES

- Contributing to design, development and/or review of work products and deliverables including:
 - Policy Input and Clarification; and,
 - Policy Update Report;
- Leading in the analysis and evaluation of critical and current legislation, policies, and other programs, determine possible effects upon the application and make recommendations for actions;
- Planning, organizing, managing, integrating and evaluating the work of a division/section with subordinate supervisors and/or staff;
- Developing long-range plans for aligning supported applications with policy;
- Supporting the engagement of government bodies and key stakeholders, and obtaining government and key stakeholder support on specific legislative issues relevant to the CalSAWS as a whole, including:
 - Preparing specific speaking points, white papers, and other advocacy materials for presentation to external policy and decision makers on a regular basis; and,
 - Attending and advocating on the Consortium's behalf during external meetings, including testifying before and presenting to government bodies and advocacy stakeholder group;
- Developing and sustaining relationships with stakeholders;
- Actively participating in Project, Regional and County meetings;
- Communicating policy concerns of the stakeholders;
- Ensuring that county escalations are resolved promptly, timely and effectively;
- Assisting in issue identification, resolution, escalation and tracking; and
- Understanding, communicating, and mitigating risk.

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- Directs and oversees the CalWIN Portfolio of changes with emphasis on changes to support regulation changes. Plans within the resource limits (budget) and capacity planning with vendor.
- Oversees the assignment of proposals and projects to CalWIN Releases. Includes participation in the Portfolio Control Board meetings and responsible for completing PCB Decision Summary which documents the assignments.
- Owner of Project Control Documents (PCD)
- Oversees testing activities and collaboration with IV&V/QA vendor

DESIRABLE SKILLS AND CAPABILITIES

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

- 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.

EXAMPLES OF DUTIES:

Plans, organizes, manages, integrates, and evaluates the work of a section with subordinate supervisors and/or staff.

Provides full administrative and policy supervision of staff including approving time off, evaluation of performance and takes or recommends disciplinary action, up to and including termination.

Develops and directs the implementation of operational plans to support the County's/department's business goals.

Works with department/ business managers to evaluate current and anticipated Information Technology requirements.

Develops and negotiates service level agreements and manages to ensure their attainment.

Manages and/or supervises and participates in the assessment and analysis of business requirements and development and maintenance of applications.

Coordinates problem solving, conflict resolution, escalations, restart and recovery.

Meets and consults with customers and vendors regarding service delivery needs.

Establishes performance requirements and personal development targets for assigned staff and monitors and evaluates performance. Provides coaching for performance improvement and development.

Promotes efficient, cost-effective uses of advanced technologies and manages the migration to next-generation technologies.

Conducts or oversees research and special studies and implements recommended organizational, procedural and other changes and benchmarks internal operations against best practices of other agencies and organizations.

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REQUIREMENTS:

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE:

Graduation from an accredited college with a bachelor's degree in Computer Science, Information Systems, or a closely related field, and four (4) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization performing information systems analysis and design, application development, network administration or operating systems analysis; one (1) year must have been in a supervisory capacity

-OR-

One (1) year of experience at the level Information Technology Supervisor, Principal Information Systems Analyst, Principal Application Developer, Principal Operating Systems Analyst, or Principal Network Systems Administrator

-OR-

Six (6) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization with at least two (2) years functioning in a supervisory capacity.

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.

OTHER REQUIREMENTS:

SPECIALTY REQUIREMENTS:

COMMENTS: