

CalSAWS Job Description

CALSAWS POSITION: POLICY MANAGER

This long-term position will continue into CalSAWS Maintenance & Operations.

SALARY RANGE

Salary determined by Employer

JOB DESCRIPTION

The Policy Manager reports to the Policy/Design/Governance Director. The Policy 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 Policy / Design / Governance 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 Policy Manager leads the Policy Analysts in the interpretation, approval and implementation of policy into CalSAWS 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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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 division/section with subordinate supervisors and/or staff.

Provides full administrative and technical 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.

Coordinates information systems activities with other divisions/sections or County departments to optimize use of existing hardware and software and leverage design of new systems.

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

Drafts or reviews draft Requests for Proposals or Information (RFPs, RFIs) and evaluates responses and recommends vendor selection.

Administers vendor contracts; reviews and acts on contract change request and approves deliverable developed by vendors or contract staff.

Directs and/or participates in managing development, infrastructure and/or hardware/software migration projects.

Manages, directs and evaluates the work of staff providing data center operations and support of hardware, software and other technology support functions.

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.

Assess skill gaps and provides training to ensure skills stay current with the technology requirements for current and future work assignments.

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

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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.

Manages and/or participates in department disaster recovery planning and systems security administration.

Coordinates the development, implementation, and administration of technical training program for business users.

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: