

# CalSAWS Job Description

**CALSAWS POSITION: IMPLEMENTATION COORDINATOR**

**OFFICIAL CLASSIFICATION: SENIOR INFORMATION SYSTEMS ANALYST**  
(See Los Angeles County Class Specifications Below)

## **SALARY RANGE**

Salary determined by Employer

## **JOB DESCRIPTION**

The Implementation Coordinators guide counties through the organizational transformation to a statewide system and consortium. This role addresses the human factors affecting the Consortium's ability to reach its strategic objectives by providing ongoing communication channels, gathering input from counties and providing ongoing implementation support for counties both before and after go-live.

Incumbents will have a working knowledge and experience in the best practices of organizational transformation of counties to information systems and governance structures. Implementation Coordinators provide on-going support for counties before and after go-live. The Customer Engagement Team manages the relationship between the 58 California Counties and the regional stakeholders, defines and cultivates a strategic customer experience, brings forth innovation initiatives, and supports the 58 Counties in the attainment of strategic priorities as established by the Consortium.

## **RESPONSIBILITIES**

- Contributing to design, development and/or review of work products and deliverables including:
  - Implementation Communications;
  - CalSAWS: Information Transmittals and Requests for Information;
- Documenting new local county business processes, roles and responsibilities to perform tasks utilizing the new system;
- Supporting the Counties' efforts to enable the workforce to make a successful transition to the CalSAWS automated environment and business model;
- Operationalizing the communication strategy for promoting and highlighting key organizational change management and implementation processes and activities;
- Fostering effective two-way communication among vendor, counties and external stakeholders;
- Identifying performance or resistance gaps and developing corrective action plans;
- Providing direct support and coaching to frontline county managers and supervisors as they help stakeholders through transitions both pre-go-live and post-go live;
- Understanding, communicating, and mitigating implementation risks; and
- Identifying, documenting, resolving, and/or escalating issues to the appropriate level.

## **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;

## **IMPLEMENTATION COORDINATOR**

# CalSAWS Job Description

- Strong analytical and problem-solving skills; and
- Strong organizational and leadership abilities.

## LOS ANGELES COUNTY CLASS SPECIFICATIONS

### DEFINITION/STANDARDS

#### DEFINITION:

Under direction performs specialized information systems analysis and provides expertise in one or more areas of systems analysis. May act as a team leader or coordinator.

#### CLASSIFICATION STANDARDS:

Incumbents in this senior-level class generally report to an information technology supervisor or manager and are distinguished from the Information Systems Analyst II by the complex nature of assignments and lead/coordinator roles assigned, which include coordinating the implementation of complex systems. Incumbents may lead a project team or provide expertise in information systems analysis, including definition of user requirements, feasibility studies, design, program specifications, testing, and implementation. They also assist project managers in the development of project plans and system integration test plans for new systems or complex enhancements to existing systems. Incumbents monitor application systems functionality and participate in development of management procedures and quality standards. Incumbents have the ability to lead others, monitor schedules, and coordinate activities. Information Systems Analysts are distinguished from Application Developers in that they generally do not perform programming duties and are not required to have programming knowledge and experience.

#### EXAMPLES OF DUTIES

Provides expertise and leadership in eliciting and documenting user requirements for large, highly complex new systems or system enhancements; ensures functional and technical requirements are fully documented.

Coordinates change management documentation and ensures that approvals are managed according to departmental procedures.

Ensures requirements are met throughout the systems development life cycle.

Conducts interviews, performs workflow analysis, documents scope and objectives, and leads design sessions.

Coordinates the research of commercial software to identify products that might meet departmental requirements; analyzes and documents products' ability to meet user, functional, and technical requirements.

Evaluates impact, performs cost/benefit analysis, analyzes constraints, and assesses risk to support go/no go and build/buy decision-making for complex systems; coordinates preparation of detailed specifications, addressing scope and boundaries of the system, data requirements, algorithms, user functions, forms and reports, workflow, interfaces, security, audit trails, and business continuity requirements.

Coordinates development and maintenance of implementation and conversion plans, including training and test plans.

Develops, maintains, and coordinates project plans, including project reporting.

Develops test scenarios for complex systems; prepares user acceptance test documentation; collaborates with system users to conduct user acceptance testing.

Coordinates the identification and resolution of complex problems.

Coordinates unit testing, integration testing, production simulation and load testing, and network testing.

Reviews and approves technical systems documentation and user manuals.

Coordinates the monitoring of contractor compliance.

Develops and reviews requests for information (RFIs), requests for proposals (RFPs), requests for quotes (RFQs), statements of works (SOWs), etc., and participates in evaluation of proposals.

Monitors systems compliance with established IT policies, procedures, guidelines, plans and standards.

May lead a team of analysts or mentor other analysts.

May coordinate the installation of software in support of business applications.

May coordinate the preparation of hardware and software specifications for procurement.

## IMPLEMENTATION COORDINATOR

# CalSAWS Job Description

## **REQUIREMENTS**

### **MINIMUM REQUIREMENTS:**

#### **TRAINING AND EXPERIENCE:**

Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems,

**-OR-**

a closely related field and two (2) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization

**-OR-**

One (1) year of experience at the level of Information Systems Analyst II

**-OR-**

Three (3) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization.

#### **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:**

Title change effective May 20,2003 FROM: Data Systems Coordinator TO: Information Systems Coordinator.

Title change effective October 24, 2006 FROM: Information Systems Coordinator TO: Senior Information Systems Analyst.

**IMPLEMENTATION COORDINATOR**