

# CalSAWS Job Description

**CALSAWS POSITION: TECHNICAL & OPERATIONS MANAGER**

***This limited-term position is for CalWIN Maintenance & Operations.***

## **SALARY RANGE**

Employer determines salary

## **JOB DESCRIPTION**

The Technical & Operations Manager will be responsible for overall leadership related to development, implementation and management of application changes with existing operations for each county. This role will ensure that the technical aspects of the development effort are being completed according to the project plan and will evaluate work plans, staffing plans, schedules and review and approve Development/Implementation Vendor deliverables. The Technical & Operations Manager plans, organizes and directs the activities of Technical Business Analysts, providing effective technology programs and services to support achievement of project and Consortium objectives including review and evaluation of technical work products and deliverables, ensuring adherence to the processes and procedures within the CalWIN Project Control Document (PCD) and Systems Operation Plan (SOP), reviewing and analyzing technical System change Requests, reviewing & evaluating the Operations Contractor Technical Team operational responsibilities which include Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management, and Asset Tracking Management.

The Technical and Operations team provides administration of the consortium systems, including centrally managed ancillaries and internal tools, monitors system performance, Service Level Agreements (SLAs) and security as well as ad hoc reporting and data request. This team also includes conversion activities through Design, Development and Implementation (DD&I).

## **RESPONSIBILITIES**

- Directing, planning, organizing and contributing to project deliverables through design, development and/or review of work products and deliverables including:
  - Service Level Agreement (SLA) Assessments;
  - Deliverable Tracking Logs;
  - CalWIN Project Control Document (PCD)
  - Systems Operation Plan (SOP);
  - Change Request (CR) Feedback;
  - Status Reports;
  - Technical Architecture Designs Input;
- Coordinate information systems activities with the Technical Team to confirm the integration of the technical infrastructure that will support the stakeholders of a statewide system;
- Oversees review of proposed systems designs to ensure that design criteria are compatible with long-range development plans and methodology and provide the flexibility required by foreseeable future change in systems requirements;
- Providing expert advice, best practices and support to the stakeholder technical contacts in defining the technical requirements, design, development, test, conversion, implementation and maintenance and operations phases;
- Manages, supervises, and participates in the assessment and analysis of planning and procurement documents on an ongoing basis, to ensure that all technical requirements are accurately reflected;

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- Coordinates the Identification, documentation, resolution, and/or escalation of issues to the appropriate level;
- Directs the Implementation and maintenance of complex databases which may include multiple platforms, technologies and computing environments. Providing consultation on database design;
- Directs the review and analysis of system performance data and projects computer workloads for purposes of capacity planning, platform management, reporting management and asset tracking management; and
- Directs the evaluation of server and peripheral hardware for adequacy in meeting projected utilization requirements.

## DESIRABLE SKILLS AND CAPABILITIES

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

- Strong analytical and problem-solving skills;
- Strong organizational, management and leadership abilities; and
- Demonstrated ability to lead a team through various project stages.
- Working knowledge of public assistance programs and state policy as it relates to SAWS

## 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 five (5) 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; of which two (2) years must be in a management capacity.

-OR-

One (1) year of experience at the level of Los Angeles County class of Information Technology Manager I

-OR-

Four (4) years of progressively responsible, full-time, paid experience in managing the design, development, implementation, operation and maintenance of a large complex information systems program in a large, multi-service public or private sector 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.