CalSAWS Job Description

IMPLEMENTATION COORDINATOR

SALARY RANGE
Salary determined by employer
RGS Monthly Rate: $6,077.36 – $7,970.82

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 (in-person) 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;
- Strong analytical and problem-solving skills; and
- Strong organizational and leadership abilities.

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MINIMUM QUALIFICATIONS

TRAINING AND EXPERIENCE:

Option 1

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-

Option 2

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

-OR-

Option 3

Three (3) years of recent, full-time, paid experience in information systems analysis, design, training, or implementation in a centralized information technology organization/county.

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. Requires light physical effort that may include occasional light lifting to a 10-pound limit and some bending, stooping, or squatting. Considerable ambulation may be involved.

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