

CalSAWS Job Description

CALSAWS POSITION: TECHNICAL AND OPERATIONS DIRECTOR

Salary Determined by Employer
RGS Monthly Salary Range:
\$11,452.13 - \$16,443.73

JOB DESCRIPTION

The Technical and Operations Director oversees the administration of the California Statewide Automated Welfare System (CalSAWS) and other ancillaries including Customer Service Center and Imaging. This position also oversees maintenance of internal tools, monitors system performance and compliance with Service Level Agreements (SLAs) and data requests (e.g., state requests).

RESPONSIBILITIES

- Oversees design, development and/or review of work products and deliverables including:
 - Technical Architecture Designs Input;
 - Service Level Agreement Assessments;
 - Performance Issue Resolution Input;
 - Batch Report Reviews;
 - Help Desk Ticket Trend Analysis;
 - Maintenance and Operations Services Plans;
 - System Change Request (SCR) Feedback;
 - Status Reports;
 - Onboarding / Off-boarding checklists;
 - Project Site Facility Network Performance Metrics; and
 - SharePoint Usage Metrics.
- Provide technical direction and operational development of CalSAWS and other applications and associated implementation projects including ongoing systems maintenance;
- Work with Chief Technology Officer to assess current and proposed long-range technical and operational plans for supported applications; oversees and manages the development, design, implementation, and maintenance of operations to ensure achievement of strategic long-range goals;
- Oversee the software development life cycle including application development, system test and report analytics;
- Overseeing the development and delivery of training programs for technical personnel involving the use and maintenance of systems and equipment;
- Conferring with senior project management communicating technical and operational concerns to the Executive Director, Chief Technology Officer, other project Directors, and County Directors;
- Assists in risk and issue identification, assessment, mitigation, resolution, escalation and tracking;
- Providing oversight and direction of the daily operations;
- Developing and maintaining IT policies and standards relating to the acquisition, implementation, and operation of information technology systems to ensure that information integrity, security, and privacy are maintained;
- Assisting with the development and preparation of the technical and operations budget for inclusion into the overall project budget; and

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- Assisting or prepares recommendations and justifications for additional resources including personnel, space, and materials necessary to meet the project's information technology requirements.

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;
- Strong organizational and leadership abilities; and
- Demonstrated ability to lead a team through various project stages.

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 three (3) years of progressively responsible 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. -OR- One (1) year of experience at the level of Los Angeles County class of Information Technology Manager II - OR- Five (5) 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.