

# CalSAWS Job Description

**CALSAWS POSITION: BENEFITSCAL DIRECTOR**

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

## **JOB DESCRIPTION**

BenefitsCal is a single portal that is integrated with CalSAWS and enables the public to securely apply for benefits, report changes, access case information, schedule appointments, access electronic correspondence, submit verifications, and engage in a user-centric experience. The BenefitsCal Director will oversee maintenance and enhancements of the portal, manage vendor performance, engage with the advocate community, and oversee the BenefitsCal governance model.

## **RESPONSIBILITIES**

The BenefitsCal Director will be responsible for:

### **Development & Testing Oversight**

- Contributing to the design, development and/or review of work products and deliverables including:
  - Development:
    - Application Development Status;
    - Detail Design Feedback;
    - Deployment Readiness Feedback;
    - Deployment Complete Input;
    - Final Acceptance Input;
  - Test:
    - UAT Readiness Report;
    - Test Scenarios;
    - Test Cases;
    - Test Schedule;
    - Application development walkthroughs;
    - Test Status and Metrics;
  - Release Management:
    - Change Control Board (CCB) Packet;
    - Release Schedule;
    - Release plan input;
- Ensuring controlled release management practices to facilitate the successful completion of releases on time and on budget; and
- Overseeing User Centered Design (UCD) and User Experience (UX) processes to be incorporated in system change designs.

### **Vendor Management & Governance**

- Establishing and maintaining strong vendor relationships and coordinating with Consortium leadership to ensure contract compliance, service level agreements (SLAs), and performance metrics are met.
- Conducting regular vendor performance reviews and holding vendors accountable for deliverables, system reliability, and issue resolution.
- Collaborating with procurement teams and contract managers to develop effective vendor strategies and performance incentives.
- Ensuring vendors follow established System Development Lifecycle (SDLC) practices and security standards.
- Monitoring vendor resource utilization and ensuring accurate time tracking related to System Change Requests (SCRs).

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- Managing resource capacity planning, including early identification and remediation of capacity issues with vendor teams.

## **Strategic Leadership & Stakeholder Engagement**

- Analyzing and assessing current and proposed plans for system improvements and long-term technology strategies.
- Communicating application development and test concerns to Project leadership and stakeholders.
- Identifying and mitigating project risks and issues while ensuring proper escalation and tracking.
- Presenting proactive opportunities to enhance business processes through automation and technology.
- Assisting leadership in evaluating "buy" vs. "build" decisions for system components.
- Developing and maintaining strong relationships with stakeholders, counties, advocates, and end-users.

## **DESIRABLE SKILLS AND CAPABILITIES**

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

- **Strong vendor management experience**, including contract oversight, SLA enforcement, and risk mitigation strategies.
- Working knowledge of public assistance programs and understanding state policy as relates to SAWS;
- Strong analytical and problem-solving skills with the ability to evaluate complex technical challenges.
- **Exceptional leadership and organizational skills** to manage cross-functional teams, vendors, and stakeholders.
- Demonstrated experience in IT project management, including planning, executing, and risk management.

## **QUALIFICATIONS AND REQUIREMENTS**

### **MINIMUM QUALIFICATIONS**

#### ***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- 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.

#### **OTHER REQUIREMENTS**

N/A

#### **SPECIALTY REQUIREMENTS**

N/A