CalSAWS Job Description

PROJECT IT MANAGER

Salary Determined by Employer
RGS Salary Range:
$9,494.23- $15,073.53 Monthly

JOB DESCRIPTION

The Project Information Technology (IT) Manager reports to the BenefitsCal Director. The Project Information Technology Manager – Contact Center Technology & Operations supports the planning, coordination, and day-to-day technical oversight of the CalSAWS' Contact Centers used by 33 counties. The role manages analysts and vendor resources responsible for AWS Connect Configuration, contact flows, IVR capabilities, dashboards, and integrated tools that support county call center operations.

This position is ideal for a hands-on manager with experience operating or supporting a large, high-volume contact center platform, preferably AWS Connect. The Project IT Manager ensures that system functionality, performance and configuration meet county business needs, supports consistent statewide service delivery, and drives continuous improvement in the customer experience. This role requires strong collaboration with vendors, county operations staff and internal CalSAWS teams.

RESPONSIBILITIES

- Contact Center System Support & Enhancements
    - Manage the technical configuration and ongoing optimization of the CalSAWS AWS Connect platform, IVR flows, Contact Lens, and integrated tools.
    - Support county operations by troubleshooting system issues, recommending improvements, and coordinating enhancements with vendors
    - Monitor system performance metrics and provide analysis to leadership and counties.
- Contributing to design, development and/or review of Contact Center work products and deliverables including:
    - Application Development Status;
    - Detail Design Feedback;
    - Deployment: Readiness Feedback and Complete Input;
    - Status Reports;
- Planning, organizing, managing, integrating and evaluating the work of a division/section with subordinate supervisors and/or staff;
- Managing and/or supervising and participates in the design and development of business requirements for specific functionality in requirements validation and design sessions;
- Working with the Vendor Project Team to determine the appropriate level of automation necessary to support the required application changes;
- Working with the teams to coordinate staff input into the design of the key system changes;
- Providing strong, proactive and assertive leadership for assigned projects;
- Actively contributing to establishing and improving project management practices and delivery frameworks;
- Facilitating the identification, scheduling and assignment of project activities, tasks and milestones;
- Facilitating strong cross-team coordination, communication and collaboration;

- Representing the programmatic needs of the entire user community and providing guidance and input from a user perspective;

- Collaborating with the advocate community to meet legislative requirements for including advocates in the requirements definition, design and testing phases for public facing technology;

- Actively monitoring, tracking and managing project tasks, timelines, attainment of established milestones and overall quality of project activities and deliverables; and

- Establishing and providing high-quality, informative written and verbal project communications, including weekly status, dashboards and project updates.

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;

- Demonstrated ability to lead a team through various project stages; and

- Working knowledge of public assistance programs and state policy as it relates to SAWS and the existing ancillary applications, such as portal/mobile applications, Document Management Systems, Contact Center and Lobby Management applications.

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 four (4) 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; one (1) year must have been in a supervisory capacity

-OR-

One (1) year of experience at the level of Los Angeles County class of Information Technology Supervisor, Principal Information Systems Analyst, Principal Application Developer, Principal Operating Systems Analyst, or Principal Network Systems Administrator

-OR-

Six (6) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization with at least two (2) years functioning in a supervisory capacity.

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