

# CalSAWS Job Description

## RELEASE & TEST MANAGER

**Salary Determined by Employer  
RGS Salary Range:**

\$9,494.23- \$15,073.53 Monthly

### JOB DESCRIPTION

The Release & Test Manager is responsible for managing the staff and resources that provide a full-range of Test and Release Management for a moderately complex system. The Release Manager will oversee development of scenarios and cases to test business functionality, manage and test functionality to ensure that it meets the requirements and design specifications, record and track defects through resolution, and coordinate county validation. This role requires a high degree of professional technical and systems knowledge, release management best practices, as well as a broad range of management skills including organizational design, strategic planning, and personnel management. The Application Development (consisting of Policy/Design and Test/Release Management Sections) team supports the design, build, test and implementation phases of the CalSAWS Software life-cycle. The Release Manager plans and prioritizes system change requests to be included with each release into the CalSAWS Software.

### RESPONSIBILITIES

- Contributing to design, development and/or review of work products and deliverables including:
  - Change Control Board (CCB) Packet;
  - *Release* Schedule and Plan;
- Planning, organizing, managing, integrating and evaluating the work of a division/section with subordinate supervisors and/or staff;
- Developing a set of common strategies for release governance;
- Establishing a consistent release management process and procedure;
- Tracking and managing a ~~release~~ county validation calendar;
- Reporting on exposure to release related risk and effectively mitigate said risk;
- Working with stakeholders to establish delivery expectation of prioritized work items based on resource capacity for release planning;
- Timely identifying and managing risks and issues over the life of each release;
- Performing risk analysis, mitigation and risk response planning, and communicates to stakeholders;
- Working to identify options for corrective action for all resource issues;
- Reviewing at-risk release items with stakeholders and facilitates decisions with respect to course of action;
- Ensuring resources are assigned for the correct timeframes, dependencies are identified and that estimates and actual work is updated on a regular and timely manner;

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- Tracking and reporting on changes to releases; and
- Communicating scope/schedule/resource changes, verbally or through written documentation to leadership and stakeholders appropriately so that issues, solutions and trending are understood.

## DESIRABLE SKILLS AND CAPABILITIES

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

- Experience in the design, development and/or review of work products and deliverables including:
  - 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.

## EXAMPLES OF DUTIES

- Plans, organizes, manages, integrates and evaluates the work of a division/section with subordinate supervisors and/or staff.
- Provides full administrative and technical supervision of staff including approving time off, evaluation of performance and takes or recommends disciplinary action, up to and including termination.
- Develops and directs the implementation of operational plans to support the CalSAWS business goals.
- Works with department/ business managers to evaluate current and anticipated Information Technology requirements.
- Manages and/or supervises and participates in the assessment and analysis of business requirements and development and maintenance of applications.
- Drafts or reviews draft Requests for Proposals or Information (RFPs, RFIs) and evaluates responses and recommends vendor selection.
- Administers vendor contracts; reviews and acts on contract change request and approves deliverable developed by vendors or contract staff.
- Directs and/or participates in managing development, infrastructure and/or hardware/software migration projects.
- Coordinates problem solving, conflict resolution, escalations, restart and recovery.
- Meets and consults with customers and vendors regarding service delivery needs.
- Establishes performance requirements and personal development targets for assigned staff and monitors and evaluates performance. Provides coaching for performance improvement and development.

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- Assess skill gaps and provides training to ensure skills stay current with the technology requirements for current and future work assignments.
- Conducts or oversees research and special studies and implements recommended organizational, procedural and other changes and benchmarks internal operations against best practices of other agencies and organizations.

## REQUIREMENTS

### 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 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 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.

#### IDENTIFICATION:

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.