Amendment No. 45

EXHIBIT A: Scope of Services

RGS shall assign staff and other appropriate resources to provide the services identified in Exhibit A. To provide those services, RGS shall meet the functional requirements set forth in Exhibit B. In addition to the required services in Exhibit A and functional requirements specified in Exhibit B, RGS also shall provide the following human resource management services: benefit administration and payroll management; monitoring and complying with changes in employment laws, including leave management; payroll taxes; workers' compensation; online timekeeping; project billing services; employee relations and performance management; and other ongoing administrative services for assigned RGS staff (included in a monthly per employee administrative fee). Exhibit C provides for additional services not included in Exhibit A to be provided upon request and billed hourly as needed, including recruitment/selection/onboarding services and request for proposal (RFP) services. Services may be performed at the CalSAWS offices or at other locations.

COMPENSATION

Note: This section applies to all RGS employees with CalSAWS assignments.

Salary and Step Increases (See Rates in Exhibit A: Table 1 and Tables 2A and 2B).

A. Except as otherwise provided in this Agreement, a new employee shall be appointed at the first step of the salary grade.
B. Step Levels and Reviews for New Employees: RGS in consultation with the CalSAWS Executive Director and/or CalSAWS Chairperson may appoint a new employee in a specified assignment to any step within the range shown. Employees who start employment prior to August 1st (for example, in 2027) will have annual reviews beginning in January (for example, in 2028) of the following year. Employees who start employment on or after August 1st (for example, in 2027) will have annual reviews beginning in January of the subsequent year (for example, in 2028).
C. Applicability of Step Increases: Each employee whose pay is below the highest step shall be considered for increase as part of a yearly review by RGS in January, as provided in paragraph B above, except as otherwise provided. Employees promoted or reclassified from one position to another at a higher salary level shall have their hourly compensation adjusted to no less than the next higher point on the new salary range. Employees who promote or reclassified on or after August 1 will not be eligible for a step increase the following year.
D. Increases by Salary Steps: Effective March 1, 2016, and each year thereafter as part of the yearly review in January, as provided in paragraph B above, a salary increase may be to the next higher step, except when exceptional and documented circumstances may require additional step increases. One-step salary increases may be given unless there is an affirmative agreement with the CalSAWS Executive Director to deny the increase.

Temporary Assignment Pay.

A. A temporary increase in pay shall be given to an employee during periods when they temporarily assume the duties of a higher position assignment. The new salary rate shall be onto a step within the assumed position assignment which provides a minimum of at least a 5% increase.

Sick Leave Accruals.

A. Employees shall accrue sick leave at the rate of .0231 hours per regular standard hour in paid status, excluding overtime, for a maximum of 48 hours per year. Employee will not be compensated for unused sick leave upon separation from employment.

Vacation Accruals.

A. In accordance with the current RGS policy, vacation accruals begin with the first pay period.
B. The typical vacation accrual rate is:
    - 0 to <60 months of continuous RGS employment = 96 hours per year
    - >60 to 120 months of continuous RGS employment = 148 hours per year
    - 120+ months of continuous RGS employment = 160 hours per year
C. Employees shall not accrue a vacation balance exceeding two (2) times the amount of vacation Employee accrues in one calendar year ("the Accrual Cap"). When Employee's balance reaches the Accrual Cap, no further vacation will accrue.

Holidays.

Paid Holidays are provided as follows:

- January 1, New Year's Day
- Third Monday in January, Martin Luther King, Jr.
- Third Monday in February, Washington's Birthday
- Last Monday in May, Memorial Day
- July 4, Independence Day
- First Monday in September, Labor Day
- Second Monday in October, Indigenous People's Day
- November 11, Veterans' Day
- Fourth Thursday in November, Thanksgiving Day
- Friday following Thanksgiving
- December 24, Christmas Eve
- December 25, Christmas Day
- One floating holiday, to be used within the calendar year

Internet Allowance. Full-time and part-time employees are entitled to an allowance of $60/month for work-related internet expenses. This allowance is prorated for employees who begin employment on the 16th of the month or later in which they will receive $30/month. If an employee is on a paid or unpaid leave of absence for the entire calendar month, there will be no allowance.

Fees. CalSAWS agrees to pay to RGS the monthly or other rate within the range shown in this Exhibit A, for the assigned RGS employees. RGS agrees to provide actual rates for personnel based on staff-selected benefits on or before the 5th of January each year and notify CalSAWS of any changes to these rates throughout the year as soon as staff requests the change. In the event that staff is provided for a portion of a month, the rate shall be pro-rated.

The Parties further agree that compensation hereunder is intended to include the costs of contributions to any retirement benefits, such as pensions and/or annuities, including "Other Post-Employment Benefits ("OPEB"), for which RGS may be obligated to its employees or may otherwise be contractually obligated. The parties agree that contract costs directly related to RGS services provided for CalSAWS exclusive benefit continue beyond the term of services. Contract costs, such as accrued but unused vacation and medical premiums, which are required by law or by contractual agreement with the benefit providers, will be reimbursed to RGS by CalSAWS. RGS agrees to provide an itemized invoice of such contract costs within ninety (90) days of incurrence, contract ending or separation of employment.

Reimbursement of RGS's Administrative Cost. Support overhead costs are those expenses necessary to administering this Agreement and are included in the monthly rate.

Terms of Payment. RGS will send CalSAWS a projection of expenditures by the 4th day of the month prior to the month payment is due. Invoices shall be sent by the 5th day of the month following the month of service. Payments are due and shall be delinquent if not paid within thirty (30) days of receipt. Delinquent payments will be subject to a late payment carrying charge computed at a periodic rate of one-half of one percent per month, which is an annual percentage rate of six percent, which will be applied to any unpaid balance owed commencing seven (7) days after the payment due date. RGS may also assess the carrying charge as described in the following paragraphs.

Any year that the State Budget is not approved by July 1, CalSAWS will be unable to process payments until the budget is passed and signed by the Governor. In that event, RGS will add a carrying fee of up to 1% of the unpaid balance monthly. This is specifically for deferred payments that cause delays beyond the normal CalSAWS payment cycle.

External costs for such items as advertisements, panel expenses, or similar expenses, shall be billed to CalSAWS at RGS's costs. Overtime for eligible employees will be billed to CalSAWS at the cost incurred.

Additionally, in the event that CalSAWS fails to pay any undisputed amounts due to RGS within one hundred fifty (150) days after payment due date, then CalSAWS agrees that RGS shall have the right to consider the non-payment to constitute a material breach of this Agreement and the duties of RGS under this Agreement may, at RGS's sole option, be terminated by RGS upon ten (10) working days advance written notice to CalSAWS.

Payment Address
All payments due RGS shall be paid to:
Regional Government Services
PO Box 1350
Carmel Valley, CA 93924

EXHIBIT A: Table 1 Range of Bill Rates for Personnel and Travel Reimbursement Policies

The following table provides the range of bill rates by position and current step. Bill rates include salary, benefits and fees and may vary depending on the benefits selected by the staff. **Effective January 1, 2027.**

TABLE 1 on following page - this page intentionally left blank

EXHIBIT A – TABLE 1

Range of Rates for Personnel and Travel Reimbursement Policies as of January 1, 2027

Title	Steps	# of Positions [1]	Effective Date(s)	Rate Frequency	Min Rate [2]	Max Rate [3]	Travel
Chief Technology Officer	1-16	1	8/16/2024	Month	$18,825.06	$28,688.84	Actual[4]
Chief Information Security Officer	1-16	1	1/1/2026	Month	$18,825.06	$28,688.84	Actual[4]
Section Director	1-16	3	3/1/2022	Month	$16,385.87	$25,186.49	Actual[4]
Public Information Officer	1-16	1	3/1/2026	Month	$16,385.87	$25,186.49	Actual[4]
Chief Information Officer	1-16	1	3/1/2026	Month	$16,385.87	$25,186.49	Actual[4]
Technical Operations Manager	1-16	1	9/1/2019	Month	$14,833.03	$24,727.79	Actual[4]
Security Operations Manager	1-16	1	1/1/2026	Month	$14,833.03	$24,727.79	Actual[4]
Information Security Officer	1-16	1	9/1/2019	Month	$14,833.03	$24,727.79	Actual[4]
Information Services Security Officer	1-16	1	9/1/2019	Month	$14,019.24	$23,435.77	Actual[4]
Project IT Manager	1-16	2	9/1/2019	Month	$14,019.24	$23,435.77	Actual[4]
BenefitsCal Manager, Application Development Manager	1-16	2	3/1/2022	Month	$14,019.24	$23,435.77	Actual[4]
Policy and Design Manager	1-16	1	1/1/2026	Month	$14,019.24	$23,435.77	Actual[4]
Customer Engagement Manager	1-16	1	9/1/2019	Month	$14,019.24	$23,435.77	Actual[4]
PMO Manager; Fiscal & Contract Manager; Procurement Manager	1-16	2	9/1/2019	Month	$14,019.24	$23,435.77	Actual[4]
Transition Manager	1-16	1	1/12026	Month	$14,019.24	$23,435.77	Actual[4]
Equity and Language Access Lead	1-16	1	12/13/2024	Month	$11,160.73	$17,216.50	Actual[4]
PMO-Fiscal & Contract Analyst II; Procurement Analyst II	1-16	1-6	9/1/2019	Month	$11,160.73	$17,216.50	Actual[4]
Business Analyst I	1-16	1-15	3/1/2026	Month	$10,178.52	$16,323.26	Actual[4]
Technical Analyst I	1-16	1-15	3/1/2026	Month	$10,178.52	$16,323.26	Actual[4]
Security Analyst I	1-16	1-15	3/1/2026	Month	$10,178.52	$16,323.26	Actual[4]
Business Analyst II	1-16	1-15	3/1/2026	Month	$11,796.53	$18,091.49	Actual[4]
Technical Analyst II	1-16	1-15	3/1/2026	Month	$11,796.53	$18,091.49	Actual[4]
Security Analyst II	1-16	1-15	3/1/2026	Month	$11,796.53	$18,091.49	Actual[4]
Business Analyst III	1-16	1-15	3/1/2026	Month	$12,951.92	$19,752.75	Actual[4]
Technical Analyst III	1-16	1-15	3/1/2026	Month	$12,951.92	$19,752.75	Actual[4]
Security Analyst III	1-16	1-15	3/1/2026	Month	$12,951.92	$19,752.75	Actual[4]
PMO-Fiscal & Contract Analyst III; Procurement Analyst III	1-16	1-6	9/1/2019	Month	$12,951.92	$19,752.75	Actual[4]
Regional Manager	1-16	1-9	9/1/2019	Month	$12,951.92	$19,752.75	Actual[4]
Training/Implementation Coordinator	1-16	4	9/1/2019	Month	$10,306.90	$16,540.25	Actual[4]
Office Assistant	1-16	1	1/1/2019	Month	$6,932.27	$11,637.35	Actual[4]
RGS Special Advisor	N/A	N/A	2/21/2019	Hour	$125.00	$215.00	None
RGS Strategic Services Consultant	N/A	N/A	2/21/2019	Hour	$197.00	$197.00	None
RGS Advisor	N/A	N/A	2/21/2019	Hour	$141.00	$141.00	None
RGS Senior Advisor	N/A	N/A	2/21/2019	Hour	$166.00	$166.00	None
RGS Technical Specialist	N/A	N/A	2/21/2019	Hour	$125.00	$125.00	None
Procurement Consultant	N/A	N/A	2/28/2019	Hour	$120.00	$185.00	Actual[4]
Governance Consultant	N/A	N/A	3/1/2017	Hour	$150.00	$185.00	Actual[4]
Policy Management Consultant	N/A	N/A	6/1/2023	Hour	$135.00	$135.00	Actual[4]
Cloud Architect Consultant	N/A	N/A	11/13/2018	Hour	$135.00	$185.00	Actual[4]
Information Security Consultant	N/A	N/A	7/22/2019	Hour	$120.00	$150.00	Actual[4]
Technical Security Consultant	N/A	N/A	9/1/2019	Hour	$95.00	$95.00	Actual[4]
Conversion Consultant	N/A	N/A	8/1/2019	Hour	$85.00	$135.00	Actual[4]
Business Consultant	N/A	N/A	9/1/2019	Hour	$95.00	$126.00	Actual[4]

[1]Position allocations are indicated for staff positions. Consultant services do not represent a position and show as N/A in this column.
[2]Minimum Rate reflects the lowest monthly rate for salary and benefits based on position and step
[3]Maximum Rate reflects the highest monthly rate for salary and benefits based on position and step
[4]Travel will be invoiced to CalSAWS for actual expenditures in accordance with the procedures describe in Exhibit A, "Terms of Payment" section.
Rates effective 1/1/2027

EXHIBIT A: Table 2A

Staff Salary Rate Tables

Effective January 1, 2027.

TABLE 2A on following two pages - this page intentionally left blank

CalSAWS Position	Item	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15	Step 16
Chief Technology Officer Chief Information Security Officer	Hourly Rate	$ 80.61	$ 82.54	$ 84.54	$ 86.59	$ 88.71	$ 90.88	$ 93.03	$ 95.32	$ 97.63	$ 99.98	$ 102.42	$ 104.91	$ 107.46	$ 110.08	$ 112.84	$ 115.74
	Monthly Pay	$ 13,972.00	$ 14,306.13	$ 14,652.95	$ 15,008.22	$ 15,376.19	$ 15,752.60	$ 16,124.80	$ 16,522.36	$ 16,922.04	$ 17,330.19	$ 17,753.13	$ 18,184.54	$ 18,626.52	$ 19,081.19	$ 19,559.11	$ 20,061.93
	Min. Benefits/Mth	$ 2,998.06	$ 3,038.42	$ 3,080.31	$ 3,123.22	$ 3,167.67	$ 3,213.14	$ 3,258.09	$ 3,306.12	$ 3,354.39	$ 3,403.69	$ 3,454.78	$ 3,506.89	$ 3,560.28	$ 3,615.20	$ 3,672.93	$ 3,733.66
	Max. Benefits/Mth	$ 6,036.30	$ 6,076.66	$ 6,118.55	$ 6,161.46	$ 6,205.91	$ 6,251.38	$ 6,296.34	$ 6,344.36	$ 6,392.64	$ 6,441.94	$ 6,493.02	$ 6,545.13	$ 6,598.52	$ 6,653.44	$ 6,711.17	$ 6,771.91
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 18,825.06	$ 19,199.55	$ 19,588.26	$ 19,986.44	$ 20,398.86	$ 20,820.74	$ 21,237.89	$ 21,683.48	$ 22,131.43	$ 22,588.88	$ 23,062.91	$ 23,546.43	$ 24,041.80	$ 24,551.39	$ 25,087.04	$ 25,650.59
	Max Monthly Budget	$ 21,863.30	$ 22,237.79	$ 22,626.50	$ 23,024.68	$ 23,437.10	$ 23,858.98	$ 24,276.14	$ 24,721.72	$ 25,169.68	$ 25,627.13	$ 26,101.15	$ 26,584.67	$ 27,080.04	$ 27,589.63	$ 28,125.28	$ 28,688.84
Section Director Public Information Officer Chief Information Officer	Hourly Rate	$ 68.05	$ 69.68	$ 71.37	$ 73.10	$ 74.89	$ 76.72	$ 78.54	$ 80.47	$ 82.42	$ 84.41	$ 86.47	$ 88.57	$ 90.72	$ 92.94	$ 95.26	$ 97.71
	Monthly Pay	$ 11,795.69	$ 12,077.78	$ 12,370.58	$ 12,670.51	$ 12,981.16	$ 13,298.95	$ 13,613.17	$ 13,948.81	$ 14,286.23	$ 14,630.81	$ 14,987.87	$ 15,352.08	$ 15,725.22	$ 16,109.07	$ 16,512.55	$ 16,937.04
	Min. Benefits/Mth	$ 2,735.18	$ 2,769.25	$ 2,804.62	$ 2,840.85	$ 2,878.37	$ 2,916.76	$ 2,954.71	$ 2,995.25	$ 3,036.01	$ 3,077.63	$ 3,120.76	$ 3,164.76	$ 3,209.83	$ 3,256.19	$ 3,304.93	$ 3,356.20
	Max. Benefits/Mth	$ 5,773.42	$ 5,807.49	$ 5,842.86	$ 5,879.09	$ 5,916.61	$ 5,955.00	$ 5,992.96	$ 6,033.50	$ 6,074.25	$ 6,115.88	$ 6,159.01	$ 6,203.00	$ 6,248.07	$ 6,294.44	$ 6,343.17	$ 6,394.45
	RGS Fees/Mth	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min. Monthly Budget	$ 16,385.87	$ 16,702.03	$ 17,030.20	$ 17,366.36	$ 17,714.53	$ 18,070.71	$ 18,422.88	$ 18,799.06	$ 19,177.24	$ 19,563.44	$ 19,963.63	$ 20,371.84	$ 20,790.05	$ 21,220.26	$ 21,672.48	$ 22,148.24
	Max Monthly Budget	$ 19,424.11	$ 19,740.27	$ 20,068.44	$ 20,404.60	$ 20,752.77	$ 21,108.95	$ 21,461.13	$ 21,837.31	$ 22,215.48	$ 22,601.69	$ 23,001.88	$ 23,410.08	$ 23,828.29	$ 24,258.51	$ 24,710.72	$ 25,186.49
Technical Operations Manager Security Operations Manager Information Security Officer	Hourly Rate	$ 60.06	$ 62.00	$ 64.00	$ 66.07	$ 68.20	$ 70.41	$ 72.68	$ 75.03	$ 77.45	$ 79.95	$ 82.53	$ 85.20	$ 87.95	$ 90.79	$ 93.05	$ 95.35
	Monthly Pay	$ 10,410.21	$ 10,746.46	$ 11,093.57	$ 11,451.89	$ 11,821.78	$ 12,203.63	$ 12,597.81	$ 13,004.71	$ 13,424.77	$ 13,858.39	$ 14,306.01	$ 14,768.10	$ 15,245.11	$ 15,737.52	$ 16,127.81	$ 16,527.78
	Min. Benefits/Mth	$ 2,567.82	$ 2,608.44	$ 2,650.37	$ 2,693.65	$ 2,738.33	$ 2,784.45	$ 2,832.07	$ 2,881.22	$ 2,931.95	$ 2,984.33	$ 3,038.40	$ 3,094.22	$ 3,151.84	$ 3,211.31	$ 3,258.46	$ 3,306.77
	Max. Benefits/Mth	$ 5,606.07	$ 5,646.68	$ 5,688.61	$ 5,731.89	$ 5,776.57	$ 5,822.70	$ 5,870.31	$ 5,919.46	$ 5,970.20	$ 6,022.58	$ 6,076.64	$ 6,132.46	$ 6,190.08	$ 6,249.56	$ 6,296.70	$ 6,345.01
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 14,833.03	$ 15,209.90	$ 15,598.94	$ 16,000.54	$ 16,415.11	$ 16,843.08	$ 17,284.88	$ 17,740.93	$ 18,211.72	$ 18,697.72	$ 19,199.41	$ 19,717.32	$ 20,251.95	$ 20,803.83	$ 21,241.27	$ 21,689.55
	Max Monthly Budget	$ 17,871.28	$ 18,248.14	$ 18,637.18	$ 19,038.78	$ 19,453.35	$ 19,881.33	$ 20,323.12	$ 20,779.17	$ 21,249.97	$ 21,735.97	$ 22,237.65	$ 22,755.56	$ 23,290.19	$ 23,842.08	$ 24,279.51	$ 24,727.79
Information Services Security Officer Project IT Manager BenefitsCal Manager Application Development Manager Policy & Design Manager Customer Engagement Manager PMO Manager Procurement Manager Fiscal & Contract Manager Transition Manager	Hourly Rate	$ 55.87	$ 57.67	$ 59.54	$ 61.46	$ 63.45	$ 65.49	$ 67.61	$ 69.79	$ 72.05	$ 74.38	$ 76.78	$ 79.26	$ 81.82	$ 84.46	$ 86.56	$ 88.70
	Monthly Pay	$ 9,684.12	$ 9,996.91	$ 10,319.81	$ 10,653.14	$ 10,997.24	$ 11,352.45	$ 11,719.13	$ 12,097.66	$ 12,488.42	$ 12,891.79	$ 13,308.20	$ 13,738.05	$ 14,181.79	$ 14,639.86	$ 15,002.93	$ 15,375.00
	Min. Benefits/Mth	$ 2,480.12	$ 2,517.90	$ 2,556.90	$ 2,597.17	$ 2,638.73	$ 2,681.64	$ 2,725.93	$ 2,771.65	$ 2,818.85	$ 2,867.58	$ 2,917.87	$ 2,969.80	$ 3,023.40	$ 3,078.73	$ 3,122.58	$ 3,167.52
	Max. Benefits/Mth	$ 5,518.36	$ 5,556.14	$ 5,595.15	$ 5,635.41	$ 5,676.98	$ 5,719.88	$ 5,764.17	$ 5,809.90	$ 5,857.10	$ 5,905.82	$ 5,956.12	$ 6,008.04	$ 6,061.64	$ 6,116.97	$ 6,160.83	$ 6,205.77
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 14,019.24	$ 14,369.81	$ 14,731.71	$ 15,105.31	$ 15,490.97	$ 15,889.09	$ 16,300.06	$ 16,724.31	$ 17,162.27	$ 17,614.37	$ 18,081.07	$ 18,562.85	$ 19,060.19	$ 19,573.59	$ 19,980.51	$ 20,397.52
	Max Monthly Budget	$ 17,057.48	$ 17,408.05	$ 17,769.96	$ 18,143.55	$ 18,529.22	$ 18,927.33	$ 19,338.30	$ 19,762.56	$ 20,200.52	$ 20,652.61	$ 21,119.32	$ 21,601.09	$ 22,098.43	$ 22,611.83	$ 23,018.76	$ 23,435.77
Equity and Language Access Lead Fiscal & Contract Analyst II Procurement Analyst II	Hourly Rate	$ 41.16	$ 42.02	$ 42.89	$ 43.79	$ 44.71	$ 45.64	$ 46.59	$ 47.57	$ 48.56	$ 49.58	$ 50.61	$ 51.67	$ 52.75	$ 53.98	$ 55.32	$ 56.69
	Monthly Pay	$ 7,133.68	$ 7,282.77	$ 7,434.98	$ 7,590.37	$ 7,749.01	$ 7,910.97	$ 8,076.31	$ 8,245.10	$ 8,417.42	$ 8,593.35	$ 8,772.95	$ 8,956.30	$ 9,143.49	$ 9,356.18	$ 9,588.21	$ 9,826.00
	Min. Benefits/Mth	$ 2,172.05	$ 2,190.06	$ 2,208.44	$ 2,227.21	$ 2,246.38	$ 2,265.94	$ 2,285.91	$ 2,306.30	$ 2,327.11	$ 2,348.36	$ 2,370.06	$ 2,392.21	$ 2,414.82	$ 2,440.51	$ 2,468.53	$ 2,497.26
	Max. Benefits/Mth	$ 5,210.29	$ 5,228.30	$ 5,246.69	$ 5,265.46	$ 5,284.62	$ 5,304.18	$ 5,324.15	$ 5,344.54	$ 5,365.36	$ 5,386.61	$ 5,408.30	$ 5,430.45	$ 5,453.06	$ 5,478.75	$ 5,506.78	$ 5,535.50
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 11,160.73	$ 11,327.83	$ 11,498.42	$ 11,672.58	$ 11,850.39	$ 12,031.91	$ 12,217.22	$ 12,406.40	$ 12,599.53	$ 12,796.71	$ 12,998.01	$ 13,203.51	$ 13,413.31	$ 13,651.69	$ 13,911.74	$ 14,178.26
	Max Monthly Budget	$ 14,198.97	$ 14,366.07	$ 14,536.67	$ 14,710.83	$ 14,888.63	$ 15,070.15	$ 15,255.46	$ 15,444.64	$ 15,637.78	$ 15,834.96	$ 16,036.25	$ 16,241.75	$ 16,451.55	$ 16,689.93	$ 16,949.99	$ 17,216.50
Business Analyst I Technical Analyst I Security Analyst I	Hourly Rate	$ 36.10	$ 36.98	$ 37.86	$ 38.79	$ 39.77	$ 40.75	$ 41.77	$ 42.81	$ 43.88	$ 44.95	$ 46.06	$ 47.22	$ 48.39	$ 49.59	$ 50.83	$ 52.09
	Monthly Pay	$ 6,257.33	$ 6,409.87	$ 6,562.40	$ 6,723.60	$ 6,893.47	$ 7,063.33	$ 7,240.13	$ 7,420.40	$ 7,605.87	$ 7,791.33	$ 7,983.73	$ 8,184.80	$ 8,387.60	$ 8,595.60	$ 8,810.53	$ 9,029.03
	Min. Benefits/Mth	$ 2,066.19	$ 2,084.62	$ 2,103.04	$ 2,122.52	$ 2,143.03	$ 2,163.55	$ 2,184.91	$ 2,206.68	$ 2,229.09	$ 2,251.49	$ 2,274.73	$ 2,299.01	$ 2,323.51	$ 2,348.64	$ 2,374.60	$ 2,400.99
	Max. Benefits/Mth	$ 5,104.44	$ 5,122.86	$ 5,141.29	$ 5,160.76	$ 5,181.28	$ 5,201.80	$ 5,223.15	$ 5,244.93	$ 5,267.33	$ 5,289.73	$ 5,312.97	$ 5,337.26	$ 5,361.75	$ 5,386.88	$ 5,412.84	$ 5,439.23
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min. Monthly Budget	$ 10,178.52	$ 10,349.49	$ 10,520.44	$ 10,701.12	$ 10,891.50	$ 11,081.88	$ 11,280.04	$ 11,482.08	$ 11,689.96	$ 11,897.82	$ 12,113.46	$ 12,338.81	$ 12,566.11	$ 12,799.24	$ 13,040.13	$ 13,285.02
	Max Monthly Budget	$ 13,216.77	$ 13,387.73	$ 13,558.69	$ 13,739.36	$ 13,929.75	$ 14,120.13	$ 14,318.28	$ 14,520.33	$ 14,728.20	$ 14,936.06	$ 15,151.70	$ 15,377.06	$ 15,604.35	$ 15,837.48	$ 16,078.37	$ 16,323.26

CalSAWS Position	Item	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15	Step 16
Business Analyst II Technical Analyst II Security Analyst II	Hourly Rate	$ 44.43	$ 45.49	$ 46.56	$ 47.62	$ 48.69	$ 49.75	$ 50.82	$ 51.88	$ 52.94	$ 54.01	$ 55.07	$ 56.14	$ 57.20	$ 58.27	$ 59.71	$ 61.19
	Monthly Pay	$ 7,700.96	$ 7,885.46	$ 8,069.97	$ 8,254.47	$ 8,438.99	$ 8,623.49	$ 8,808.00	$ 8,992.50	$ 9,177.00	$ 9,361.51	$ 9,546.02	$ 9,730.53	$ 9,915.03	$ 10,099.54	$ 10,350.01	$ 10,606.69
	Min. Benefits/Mth	$ 2,240.57	$ 2,262.86	$ 2,285.14	$ 2,307.43	$ 2,329.72	$ 2,352.00	$ 2,374.29	$ 2,396.58	$ 2,418.86	$ 2,441.15	$ 2,463.44	$ 2,485.72	$ 2,508.01	$ 2,530.30	$ 2,560.55	$ 2,591.56
	Max. Benefits/Mth	$ 5,278.81	$ 5,301.10	$ 5,323.39	$ 5,345.67	$ 5,367.96	$ 5,390.25	$ 5,412.54	$ 5,434.82	$ 5,457.11	$ 5,479.39	$ 5,501.68	$ 5,523.97	$ 5,546.25	$ 5,568.54	$ 5,598.80	$ 5,629.80
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 11,796.53	$ 12,003.32	$ 12,210.11	$ 12,416.90	$ 12,623.71	$ 12,830.49	$ 13,037.29	$ 13,244.08	$ 13,450.86	$ 13,657.66	$ 13,864.46	$ 14,071.25	$ 14,278.04	$ 14,484.84	$ 14,765.56	$ 15,053.25
	Max Monthly Budget	$ 14,834.77	$ 15,041.56	$ 15,248.36	$ 15,455.14	$ 15,661.95	$ 15,868.74	$ 16,075.54	$ 16,282.32	$ 16,489.11	$ 16,695.90	$ 16,902.70	$ 17,109.50	$ 17,316.28	$ 17,523.08	$ 17,803.81	$ 18,091.49
Business Analyst III Technical Analyst III Security Analyst III Fiscal & Contract Analyst III Procurement Analyst III Regional Manager	Hourly Rate	$ 50.38	$ 51.43	$ 52.51	$ 53.62	$ 54.74	$ 55.89	$ 57.07	$ 58.26	$ 59.49	$ 60.74	$ 62.01	$ 63.31	$ 64.64	$ 66.07	$ 67.71	$ 69.74
	Monthly Pay	$ 8,731.83	$ 8,915.20	$ 9,102.42	$ 9,293.57	$ 9,488.73	$ 9,688.00	$ 9,891.45	$ 10,099.17	$ 10,311.25	$ 10,527.78	$ 10,748.87	$ 10,974.59	$ 11,205.06	$ 11,452.78	$ 11,736.81	$ 12,088.91
	Min. Benefits/Mth	$ 2,365.09	$ 2,387.24	$ 2,409.85	$ 2,432.94	$ 2,456.52	$ 2,480.59	$ 2,505.16	$ 2,530.25	$ 2,555.87	$ 2,582.03	$ 2,608.73	$ 2,636.00	$ 2,663.83	$ 2,693.76	$ 2,728.06	$ 2,770.60
	Max. Benefits/Mth	$ 5,403.33	$ 5,425.48	$ 5,448.10	$ 5,471.19	$ 5,494.76	$ 5,518.83	$ 5,543.41	$ 5,568.50	$ 5,594.11	$ 5,620.27	$ 5,646.97	$ 5,674.24	$ 5,702.08	$ 5,732.00	$ 5,766.31	$ 5,808.84
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 12,951.92	$ 13,157.44	$ 13,367.27	$ 13,581.51	$ 13,800.25	$ 14,023.59	$ 14,251.61	$ 14,484.42	$ 14,722.12	$ 14,964.81	$ 15,212.60	$ 15,465.59	$ 15,723.89	$ 16,001.54	$ 16,319.87	$ 16,714.51
	Max Monthly Budget	$ 15,990.16	$ 16,195.68	$ 16,405.52	$ 16,619.76	$ 16,838.49	$ 17,061.83	$ 17,289.86	$ 17,522.67	$ 17,760.36	$ 18,003.05	$ 18,250.84	$ 18,503.83	$ 18,762.14	$ 19,039.78	$ 19,358.12	$ 19,752.75
Training/Implementation Coordinator	Hourly Rate	$ 36.76	$ 37.69	$ 38.64	$ 39.58	$ 40.58	$ 41.59	$ 42.66	$ 43.68	$ 44.78	$ 45.86	$ 47.02	$ 48.16	$ 49.40	$ 50.66	$ 51.92	$ 53.21
	Monthly Pay	$ 6,371.87	$ 6,532.76	$ 6,697.19	$ 6,859.84	$ 7,033.10	$ 7,208.14	$ 7,393.78	$ 7,570.57	$ 7,761.52	$ 7,948.93	$ 8,150.48	$ 8,348.50	$ 8,562.42	$ 8,781.66	$ 8,999.44	$ 9,222.63
	Min. Benefits/Mth	$ 2,080.03	$ 2,099.46	$ 2,119.33	$ 2,138.97	$ 2,159.90	$ 2,181.04	$ 2,203.47	$ 2,224.82	$ 2,247.89	$ 2,270.52	$ 2,294.87	$ 2,318.79	$ 2,344.63	$ 2,371.11	$ 2,397.42	$ 2,424.38
	Max. Benefits/Mth	$ 5,118.27	$ 5,137.71	$ 5,157.57	$ 5,177.22	$ 5,198.14	$ 5,219.29	$ 5,241.71	$ 5,263.06	$ 5,286.13	$ 5,308.77	$ 5,333.11	$ 5,357.03	$ 5,382.87	$ 5,409.35	$ 5,435.66	$ 5,462.62
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min Monthly Budget	$ 10,306.90	$ 10,487.22	$ 10,671.52	$ 10,853.81	$ 11,048.00	$ 11,244.18	$ 11,452.25	$ 11,650.39	$ 11,864.41	$ 12,074.45	$ 12,300.35	$ 12,522.29	$ 12,762.05	$ 13,007.77	$ 13,251.86	$ 13,502.01
	Max Monthly Budget	$ 13,345.14	$ 13,525.47	$ 13,709.76	$ 13,892.06	$ 14,086.24	$ 14,282.43	$ 14,490.49	$ 14,688.63	$ 14,902.65	$ 15,112.70	$ 15,338.59	$ 15,560.53	$ 15,800.29	$ 16,046.01	$ 16,290.10	$ 16,540.25
Office Assistant	Hourly Rate	$ 19.39	$ 19.86	$ 20.30	$ 20.86	$ 21.40	$ 21.89	$ 22.42	$ 22.97	$ 23.53	$ 24.11	$ 24.73	$ 25.35	$ 25.98	$ 26.63	$ 27.30	$ 27.97
	Monthly Pay	$ 3,360.93	$ 3,442.40	$ 3,518.67	$ 3,615.73	$ 3,709.33	$ 3,794.27	$ 3,886.13	$ 3,981.47	$ 4,078.53	$ 4,179.07	$ 4,286.53	$ 4,394.00	$ 4,503.20	$ 4,615.87	$ 4,732.00	$ 4,848.13
	Min. Benefits/Mth	$ 1,716.34	$ 1,726.18	$ 1,735.39	$ 1,747.11	$ 1,758.42	$ 1,768.68	$ 1,779.78	$ 1,791.29	$ 1,803.02	$ 1,815.16	$ 1,828.14	$ 1,841.12	$ 1,854.31	$ 1,867.92	$ 1,881.95	$ 1,895.98
	Max. Benefits/Mth	$ 4,754.58	$ 4,764.42	$ 4,773.63	$ 4,785.36	$ 4,796.66	$ 4,806.92	$ 4,818.02	$ 4,829.53	$ 4,841.26	$ 4,853.40	$ 4,866.38	$ 4,879.36	$ 4,892.55	$ 4,906.16	$ 4,920.19	$ 4,934.22
	RGS Fees	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00	$ 1,855.00
	Min. Monthly Budget	$ 6,932.27	$ 7,023.58	$ 7,109.06	$ 7,217.85	$ 7,322.75	$ 7,417.95	$ 7,520.91	$ 7,627.76	$ 7,736.55	$ 7,849.23	$ 7,969.67	$ 8,090.12	$ 8,212.51	$ 8,338.79	$ 8,468.95	$ 8,599.11
	Max Monthly Budget	$ 9,970.51	$ 10,061.82	$ 10,147.30	$ 10,256.09	$ 10,361.00	$ 10,456.19	$ 10,559.15	$ 10,666.00	$ 10,774.79	$ 10,887.47	$ 11,007.92	$ 11,128.36	$ 11,250.75	$ 11,377.03	$ 11,507.19	$ 11,637.35

EXHIBIT A - TABLE 2B-EFFECTIVE MARCH 1, 2027 MONTHLY MINIMUM BASE PAY AND MAXIMUM BASE PAY

Position Title	Increase Effective 3/1/2027	Min Rate (Base Pay)	Max Rate (Base Pay)
Chief Technology Officer Chief Information Security Officer	2%	$19,201.56	$29,262.62
Section Director Public Information Officer Chief Information Officer	3%	$16,877.45	$25,942.08
Technical Operations Manager Security Operations Manager Information Security Officer	2%	$15,129.69	$25,222.35
Information Services Security Officer Project IT Manager BenefitsCal Manager Application Development Manager Policy & Design Manager Customer Engagement Manager PMO Manager Procurement Manager Fiscal & Contract Manager Transition Manager	2%	$14,299.62	$23,904.49
Equity and Language Access Lead Fiscal & Contract Analyst II Procurement Analyst II	2%	$11,383.94	$17,560.83
Business Analyst I Technical Analyst I Security Analyst I	2%	$10,382.09	$16,649.73
Business Analyst II Technical Analyst II Security Analyst II	2%	$12,032.46	$18,453.32
Business Analyst III Technical Analyst III Security Analyst III Fiscal & Contract Analyst III Procurement Analyst III Regional Manager	3%	$13,340.48	$20,345.33
Training/Implementation Coordinator	3%	$10,616.11	$17,306.46
Office Assistant	2%	$7,070.92	$11,870.10

EXHIBIT B: Job and Service Descriptions
Part 1: Job Descriptions

The job descriptions of the positions utilized by CalSAWS as needed are as follows:

EXHIBIT B: Job and Service Descriptions
Part 1: Job Descriptions

The job descriptions of the positions utilized by CalSAWS as needed are as follows:

CHIEF TECHNOLOGY OFFICER

Reports To:
Executive Director
Classifications Directly Supervises:
Managers, Leads
About the Assignment:
The Chief Technology Officer (CTO) leads the ongoing technological development and implementation of the California Statewide Automated Welfare System (CalSAWS) and other ancillaries including BenefitsCal, Customer Service Center, and Imaging. The CTO is responsible for driving innovation, providing hands-on leadership, and overseeing design, development, and maintenance of the technology infrastructure that supports the delivery of welfare services to millions of Californians.
Responsibilities:
▪ Develop and implement an innovative technology strategy and roadmap for the California Statewide Automated Welfare System to meet current and future needs, leveraging emerging technologies and industry best practices. ▪ Lead a team of technology professionals in the design, development, and maintenance of the system's infrastructure, applications, and databases. ▪ Foster a culture of innovation and continuous improvement within the technology team, encouraging creative thinking and exploration of new technologies. ▪ Ensure the security, scalability, and reliability of the system's technology infrastructure, implementing robust measures to protect sensitive data. ▪ Collaborate with stakeholders to identify and prioritize technology needs and requirements, aligning technology initiatives with the organization's strategic goals. ▪ Stay up-to-date with the latest technological advancements and industry trends, evaluating their potential impact on the system and recommending innovative solutions. ▪ Provide hands-on leadership and technical guidance to the technology team, promoting a collaborative and high-performance work environment. ▪ Steer vendor relationships and contracts related to technology services and solutions, ensuring cost-effectiveness and quality. ▪ Oversee the implementation of data analytics and reporting capabilities to support data-driven decision-making and performance monitoring. ▪ Develop and maintain disaster recovery and business continuity plans for the system's technology infrastructure. ▪ Assess vendor cost estimates, support preparations and presentations of various budgets and manage scope to approved budgets. ▪ Ensure compliance with relevant laws, regulations, and industry standards, maintaining a strong focus on data privacy and security
Minimum Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a closely related field is preferred.
- Minimum of 5 years of experience in technology high-level leadership roles.
- Proven track record of driving innovation and successfully leading large-scale technology projects and teams.

- Strong knowledge of software development methodologies, infrastructure management, and database administration.
- Experience in the design and implementation of complex, mission-critical systems.
- Familiarity with welfare programs and related regulations is a plus.
- Excellent leadership, communication, and problem-solving skills.
- Ability to provide hands-on technical guidance and mentorship to the technology team.
- Strong analytical and strategic thinking abilities.
- Demonstrated ability to adapt to changing technology landscapes and drive organizational transformation.

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.

CHIEF INFORMATION SECURITY OFFICER

Reports To:
Executive Director
Classifications Directly Supervises:
Managers, Leads
About the Assignment:
The Chief Information Security Officer (CISO) leads the strategic direction of cybersecurity, cloud security, and enterprise-wide governance, risk, and compliance (GRC) for CalSAWS (California Statewide Automated Welfare System) is to provide a comprehensive, reliable and efficient automated social services system that supports the needs of all 58 counties in California. This executive role is responsible for defining the security vision, building a resilient security architecture, and leading compliance efforts with California and federal regulatory requirements. The CISO reports directly to executive leadership and collaborates with stakeholders across state and county agencies, technology partners, auditors, and oversight bodies. This role drives risk management, security operations, and the adoption of frameworks such as NIST and Zero Trust, while leading a team that includes the Information Security Officer (ISO) and Security Engineer.
Responsibilities:
▪ Lead the design and execution of a multi-year enterprise cybersecurity strategy aligned with CalSAWS' mission, risk tolerance, and operational objectives ▪ Oversee the governance, risk, and compliance (GRC) program, including security policy management, internal controls, risk assessments, and audit coordination ▪ Direct enterprise cloud security efforts across hybrid and multi-cloud environments, with a focus on data protection, identity management, and secure architecture ▪ Manage the development, maintenance, and validation of System Security Plans (SSPs) to support CalSAWS compliance with State of California policies and applicable federal requirements ▪ Serve as the primary liaison to external auditors, regulatory agencies, and oversight bodies, representing CalSAWS in all matters related to security posture and compliance ▪ Advise executive leadership on cybersecurity threats, regulatory shifts, and technology trends, translating complex risks into business-aligned decisions ▪ Lead the incident response program, including investigation coordination, stakeholder communication, and root-cause remediation planning ▪ Develop and track measurable security metrics (KPIs/KRIs) to assess program maturity, guide investment decisions, and report progress to leadership and stakeholders ▪ Partner with the Privacy Office to align data governance practices—including classification, access controls, and retention policies—with security and privacy mandates ▪ Drive the third-party and vendor risk management program, including reviews of security controls, contractual obligations, and integration of risks into the enterprise risk register ▪ Lead and develop a cross-functional cybersecurity team, fostering collaboration, accountability, and continuous learning across disciplines
Minimum Qualifications:
Graduation from an accredited college or university with a bachelor's degree in Cybersecurity, Information Technology, Computer Science, Information Systems, or a related field, and at least Seven (7) years of progressively responsible experience in

cybersecurity, compliance, and risk management, including two (2) years in a senior security leadership role such as CISO

-OR-

Four (4) years of experience as a CISO, Deputy CISO, or similar role in a public-sector organization responsible for enterprise security and risk governance

-OR-

Four (4) years of experience managing security strategy and audit compliance for a large-scale, multi-agency system, including two (2) years of direct supervision of security personnel

SPECIALTY REQUIREMENTS

REQUIRED:

CISSP – Certified Information Systems Security Professional

CISM – Certified Information Security Manager

OPTIONAL:

CCISO – Certified Chief Information Security Officer

ITIL Foundation (v3 or v4) – Information Technology Infrastructure Library

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.

SECTION DIRECTOR

Reports To:
Executive Director
Classifications Directly Supervises:
Managers, Leads
About the Assignment:
The CalSAWS Section Director is a member of the CalSAWS management team. This position is responsible for managing the day-to-day maintenance of the CalSAWS System. In addition, the Section Director is responsible for working with their counterparts to develop a single set of processes and procedures for implementing program releases and monitoring the Maintenance Contractor's ongoing performance as well as the work assignments of the Consortium staff. Works with the CalSAWS Executive Director, the vendor's Application Maintenance Manager and the QA Manager on an on-going basis to ensure that the maintenance effort is completed according to the Consortium requirements and priorities; reviews and evaluates work plans, staffing plans, and schedules; acts on behalf of the CalSAWS Executive Director as needed.
Responsibilities:
The CalSAWS Section Director's responsibilities include, but are not limited to directing, planning, organizing and overseeing the design, development and/or review of work products and deliverables such as: ▪ Policy Tracking, Input, Translation and Clarification; ▪ Policy Update Report for Project Steering Committee & Board of Directors; ▪ Regional Committee Meeting Process, Agendas, Action Items & Minutes; ▪ Design Review & Feedback; ▪ System Change Request Requirements & Design Documents; ▪ System Change Request Approval; ▪ Requirements Traceability Matrix Review & Validation; ▪ Regional Status Reports; ▪ System Change Request Feedback; ▪ Change Control Board Decisions; ▪ Release Packages Input; ▪ System Release Go/No Go Decisions; ▪ Deliverable Reviews; ▪ Organizational Change Management Plan; ▪ Change Management Guides & materials; ▪ Training & Implementation Communications; ▪ Review and input on Master Training Plan; ▪ Review and input on Training Materials, Web-Based Training modules, & Job Aids; ▪ Target Topic Webinars; ▪ Analyzing and assessing current and proposed plans; overseeing and managing the development, design, implementation, and maintenance of a large-scale project integrating overall strategic goals for a statewide automated welfare system; ▪ Conferring with senior project management communicating policy, design and governance concerns; ▪ Coordinating risk and issue identification, assessment, mitigation, resolution, escalation and tracking;

- Contributing to the development and preparation of budget projections for inclusion into the overall project budget;
- Acting as a liaison between various stakeholders as related to policy, legal proceedings and advocacy issues;
- Work with business partners in determining business impacts of policy changes or new policy.
- Providing oversight for interpretation of legislation and policy to ensure system functionality is consistent with mandate;
- Developing and sustaining relationships with stakeholders and partners;
- Actively participating in Project meetings;
- Communicating policy concerns of the stakeholders;
- Representing the CalSAWS Project on regional committees and in meetings with Federal, State, and consortium member County officials and with other governmental agencies as required;
- Ensuring that stakeholder escalations are resolved promptly, timely and effectively; and
- Identifying roadblocks, objections and adoption failure points and building project governance strategies to overcome them.

Minimum Qualifications:

- A bachelor's degree from an accredited college or university or experience in lieu of;
- Have seven (7) years' experience in working with welfare programs and client referral, multiple program experience preferred;
- Have 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 (five years desired), with at least two (2) years in a managerial assignment;
- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit management and leadership skills;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Have a basic knowledge of Microsoft Project;
- Have a working knowledge of Microsoft Office software;
- Have excellent oral and written communication skills; and
- Be willing to learn application development and testing tools/software.

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.

- Navigate complex public-sector stakeholder relationships and provide executive-level communication that aligns technical strategies with organizational priorities

Desirable Skills and Capabilities:

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

- Strong leadership, decision-making, and executive communication skills
- Deep understanding of enterprise security architecture, regulatory compliance, and operational security models
- Hands-on experience with Zero Trust, DevSecOps, and cloud security strategies
- Proven ability to manage GRC programs and security compliance across large-scale systems
- Experience in building and guiding security teams within complex technical and regulatory environments
- Ability to lead multi-disciplinary teams and navigate complex stakeholder relationships in public-sector environments
- Demonstrated ability to translate technical risk into business impact for executive and non-technical audiences
- Familiarity with public assistance programs and applicable state and federal data privacy laws
- Strong understanding of California state security, risk, compliance frameworks (e.g. SIMM/SAM) and applicable federal regulations (e.g. HIPAA, FIPS, NIST) and MITRE, OWASP, CSF)

Minimum Qualifications

TRAINING AND EXPERIENCE:

Graduation from an accredited college or university with a bachelor's degree in Cybersecurity, Information Technology, Computer Science, Information Systems, or a related field, and at least Seven (7) years of progressively responsible experience in cybersecurity, compliance, and risk management, including two (2) years in a senior security leadership role such as CISO

-OR-

Four (4) years of experience as a CISO, Deputy CISO, or similar role in a public-sector organization responsible for enterprise security and risk governance

-OR-

Four (4) years of experience managing security strategy and audit compliance for a large-scale, multi-agency system, including two (2) years of direct supervision of security personnel

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.

OTHER REQUIREMENTS

LOCATION:

This is a hybrid role. Applicants need to be in the commutable Greater Sacramento Area.

PUBLIC INFORMATION OFFICER

Reports To:
Executive Director
Classifications Directly Supervises:
Managers, Leads, Analysts
About the Assignment:
This position will play a vital role in shaping and delivering our external messaging to counties and the public. This position is responsible for ensuring a consistent and relevant voice across all communication channels while collaborating closely with the Project Management Office (PMO) on branding initiatives. The ideal candidate will manage the Public Records Act (PRA) process and the advocacy community, as well as develop strategies to enhance CalSAWS' digital presence, including social media and positive marketing campaigns.
Responsibilities:
External Messaging Oversight ▪ Develop and implement a comprehensive communications strategy that aligns with CalSAWS' goals. ▪ Ensure consistency in messaging across all platforms, including press releases, newsletters, website content, and social media. Brand Management: ▪ Collaborate with the PMO to establish and maintain a unified brand identity for CalSAWS. ▪ Ensure all communications adhere to brand guidelines and reflect CalSAWS' mission and values. Public Records Act Coordination: ▪ Serve as the primary point of contact for Public Records Act (PRA) requests, ensuring timely and accurate responses. ▪ Educate internal teams on PRA requirements and best practices for compliance. Public Relations and Advocacy Coordination: ▪ Engage with the advocacy community to promote collaboration and enhance CalSAWS' visibility. ▪ Foster relationships with stakeholders and advocacy organizations to support CalSAWS' initiatives. Digital Strategy Development: ▪ Design and implement strategies to enhance CalSAWS' digital presence, focusing on social media platforms and online marketing. ▪ Create engaging content that highlights positive stories and initiatives, increasing awareness and public support for CalSAWS' objectives. Monitoring and Reporting: ▪ Track and analyze the effectiveness of communication strategies and campaigns, providing regular reports to management. ▪ Stay informed about industry trends and best practices to continually refine and improve communication efforts.

Crisis Communication:

- Develop and maintain a crisis communication plan to address potential issues or emergencies effectively.
- Act as a spokesperson for CalSAWS as needed during crises, ensuring clear and accurate information dissemination.

Team Collaboration and Leadership:

- Collaborate with internal departments to ensure alignment of messaging and objectives.

Minimum Qualifications:

Bachelor's degree or higher from an accredited four-year college or university in Communications, Business Administration, Public Administration, or another closely related field. – AND – Five (5) years of progressively responsible experience managing highly complex analytical assignments and providing leadership in the following areas: requests for public information, media, and communications. Experience should include providing recommendations that have substantial impact on operations, planning, organizing, directing, and evaluating the work of diverse functional units.

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.

CHIEF INFORMATION OFFICER

Reports To:
Executive Director
Classifications Directly Supervises:
Managers, Leads
About the Assignment:
The Chief Information Officer 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
- Assisting or prepares recommendations and justifications for additional resources including personnel, space, and materials necessary to meet the project's information technology requirements.

Minimum Qualifications:

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.

TECHNICAL OPERATIONS MANAGER

Reports To:
Section Director, Chief Information Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
The Technical & Operations Manager will be responsible for overall leadership related to development, implementation and management of application changes with existing operations for each county. This role will ensure that the technical aspects of the development effort are being completed according to the project plan and will evaluate work plans, staffing plans, schedules and review and approve Development/Implementation Vendor deliverables. The Technical & Operations Manager plans, organizes and directs the activities of Technical Business Analysts, providing effective technology programs and services to support achievement of project and Consortium objectives including review and evaluate technical work products and deliverables, ensure adherence to the processes and procedures within the CalSAWS System Operations and Support Plan (SOSP), review and analyze technical System change Requests, review & evaluate the Operations Contractor Technical Team operational responsibilities, include Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management, and Asset Tracking Management. The Technical and Operations team provides administration of the consortium systems, including centrally managed ancillaries and internal tools, monitors system performance, Service Level Agreements (SLAs) and security as well as ad hoc reporting and data request. This team also includes conversion activities through Design, Development and Implementation (DD&I).
Responsibilities:
▪ Directing, planning, organizing and contributing to project deliverables through design, development and/or review of work products and deliverables including: o Service Level Agreement (SLA) Assessments; o Deliverable Tracking Logs; o CalSAWS System Operations and Support Plan (SOSP) Review Results; o System Change Request (SCR) Feedback; o Status Reports; o Technical Architecture Designs Input; ▪ Coordinate information systems activities with the Technical Team to confirm the integration of the technical infrastructure that will support the stakeholders of a statewide system; ▪ Oversees review of proposed systems designs to ensure that design criteria are compatible with long-range development plans and methodology and provide the flexibility required by foreseeable future change in systems requirements; ▪ Providing expert advice, best practices and support to the stakeholder technical contacts in defining the technical requirements, design, development, test, conversion, implementation and maintenance and operations phases; ▪ Manages, supervises, and participates in the assessment and analysis of planning and procurement documents on an ongoing basis, to ensure that all technical requirements are accurately reflected;

- Coordinates the Identification, documentation, resolution, and/or escalation of issues to the appropriate level;
- Directs the Implementation and maintenance of complex databases which may include multiple platforms, technologies and computing environments. Providing consultation on database design;
- Directs the review and analysis of system performance data and projects computer workloads for purposes of capacity planning, platform management, reporting management and asset tracking management; and
- Directs the evaluation of server and peripheral hardware for adequacy in meeting projected utilization requirements.

Minimum Qualifications:

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-
One (1) year of experience at the level of Los Angeles County class of Information Technology Manager I
-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-vendor Information Technology 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.

SECURITY OPERATIONS MANAGER

Reports To:
Section Director, Chief Information Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
The Security Operations Manager provides strategic leadership and hands-on oversight of security and operational functions for CalSAWS, a complex, multi-county eligibility system supporting public assistance programs statewide. This role verifies and maintains system security, performance stability, and operational excellence in alignment with the CalSAWS System Security Plan (SSP) and System Operations and Support Plan (SOSP). The Manager leads a team of Technical Security Analysts and acts as the Product Owner for Identity and Access Management (IAM), driving initiatives to enhance resiliency, protect sensitive data, and align with federal and state security standards.
Responsibilities:
▪ Direct, plan, and organize operational and security activities aligned with project deliverables and timelines. ▪ Oversee development, review, and approval of key work products such as SLA compliance reports, deliverable tracking logs, and technical architecture reviews. ▪ Verify and maintain adherence to the System Operations and Support Plan (SOSP) and System Security Plan (SSP). ▪ Review and evaluate System Change Requests (SCRs) to maintain system integrity. ▪ Prepare and present status reports for leadership and stakeholder consumption. ▪ Provide guidance and review on security-related technical designs to verify and maintain alignment with operational goals. ▪ Coordinate information security activities with infrastructure and development teams to verify and maintain seamless integration across the enterprise. ▪ Evaluate proposed system designs for compatibility with long-term strategic plans, ensuring they are scalable and flexible. ▪ Provide expert technical support and security guidance throughout all system lifecycle phases. ▪ Manage and participate in assessment and analysis of planning and procurement documents for technical accuracy. ▪ Escalate and resolve operational and security issues in a timely manner, maintaining transparent communication with leadership. ▪ Develop, enforce, and continuously improve policies and procedures related to system and data protection. ▪ Monitor system metrics and lead incident response and recovery activities in alignment with ITIL and NIST best practices. ▪ Verify and maintain compliance with industry standards and organizational policies, including NIST SP 800-53 Rev 5, ISO 27001, and CalSAWS governance. ▪ IAM Product Owner Responsibilities: o Define and maintain the IAM product vision and roadmap aligned with business goals and compliance mandates. o Translate business and regulatory requirements into prioritized product features and user stories.

- Collaborate with Security, IT, HR, and Application Owners to verify and maintain IAM meets cross-functional needs.
- Oversee implementation and optimization of IAM components such as lifecycle management, RBAC, MFA, SSO, and privileged access management.
- Verify and maintain audit readiness and continuous improvement of IAM processes based on feedback, KPIs, and audits.
- Track and report key performance indicators (KPIs) to measure IAM effectiveness and posture.
- Provide documentation and training to support teams and end users for IAM adoption and usage.

Minimum Qualifications:

Bachelor's degree in Information Technology, Cybersecurity, Computer Science, Information Systems, or related field AND five (5) years of progressively responsible experience in IT operations, systems security, or infrastructure management, including two (2) years of supervisory or technical leadership experience.

-OR-

Four (4) years of experience as an Information Technology Manager I or equivalent in public agency operations overseeing security protocols and enterprise systems.

-OR-

Four (4) years of experience in managing the security design, implementation, and maintenance of large-scale enterprise systems with at least two (2) years of supervision of technical staff in a multi-agency environment.

PREFERRED CERTIFICATIONS:

CISSP – Certified Information Systems Security Professional
CISM – Certified Information Security Manager
ITIL Foundation (v3 or v4) – Information Technology Infrastructure Library
PMP – Project Management Professional
GIAC Security Essentials (GSEC) or similar cloud/DevSecOps-related certifications (optional)

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.

INFORMATION SECURITY OFFICER

Reports To:
Chief Information Security Officer
Classifications Directly Supervises:
Security Analysts
About the Assignment:
The Information Security Officer (ISO) is responsible for operationalizing and managing the CalSAWS Information Security Program. The ISO translates enterprise security strategy (as defined by the CISO) into actionable controls, processes, documentation, oversight routines, and measurable program outcomes. The ISO leads security governance, operational risk management processes, audit coordination, program compliance, incident response coordination, and continuous improvement efforts. The ISO provides oversight of vulnerability management, vendor security compliance, SSP maintenance, and security policy implementation. The ISO partners closely with the Security & Operations Manager to ensure security controls are implemented and operating effectively and collaborates with the Privacy Officer (or equivalent) to integrate privacy requirements into security processes, architecture reviews, incident workflows, and vendor risk assessments. This position also works closely with Infrastructure, PMO, and Quality Assurance teams, vendor partners, state and county partners, and audit and oversight organizations. This position requires strong leadership, cross-functional coordination, effective communication across technical and non-technical partners, and a deep understanding of security and privacy considerations within large-scale public-sector systems.
Responsibilities:
1. Program Governance, Risk, and Compliance (GRC) ▪ Implement and manage the operational components of the Information Security Program in alignment with frameworks, policies, and strategic direction established by the CISO. ▪ Coordinate and execute the risk assessment lifecycle, including evidence collection, documentation of findings, risk rating, mitigation plans, and reporting. ▪ Maintain and update information security policies, standards, and procedures per CISO direction; ensure vendor and internal team adherence through oversight and monitoring. ▪ Lead the operational coordination of state, federal, and independent audits, including evidence gathering, scheduling, documentation management, and corrective action tracking. ▪ Maintain System Security Plans (SSPs), control documentation, and continuous monitoring evidence; partner with the Security & Operations Manager to verify operational control implementation. ▪ Evaluate vendor and third-party compliance with security requirements; escalate strategic risks or systemic issues to the CISO with recommended actions. ▪ Integrate privacy-related requirements into security processes and documentation in partnership with the Privacy Officer. 2. Privacy Alignment & Data Protection Integration ▪ Partner with the Privacy Officer (or equivalent) to incorporate privacy requirements into security processes, risk reviews, vendor assessments, and system change workflows.

- Ensure technical implementation of privacy-related safeguards, including access controls, logging, encryption, and secure data handling practices.
- Support privacy investigations and privacy impact assessments by providing technical evidence, system insight, and control verification.
- Ensure incident response workflows include privacy considerations, including escalation and reporting requirements.
- Serve jointly with the Privacy Officer (or equivalent) as a resource to counties, DHCS, CDSS, CWDA, and vendors on integrated security and privacy practices.

3. Security Program Implementation & Oversight
   - Translate CISO-directed strategy into program plans, maturity roadmaps, and measurable program deliverables.
   - Develop and maintain enterprise security KPIs and dashboards for leadership, governance bodies, and vendor oversight.
   - Oversee the vulnerability management program and collaborate with the Security & Operations Manager to support timely remediation.
   - Review technical designs, architecture changes, system enhancements, and vendor proposals for adherence to established policies and security/privacy requirements.
   - Identify program-level gaps and control deficiencies; recommend solutions and monitor corrective actions to completion.
   - Ensure program documentation and controls remain consistent with state and federal expectations for systems handling sensitive data.
4. Incident Response Coordination
   - Serve as operational coordinator for medium-severity security incidents, ensuring proper documentation, containment oversight, and after-action reviews.
   - Collaborate with the Security & Operations Manager and vendors to ensure incidents are managed in alignment with defined procedures and SLAs.
   - Escalate major incidents to the CISO and support communications to leadership and oversight partners.
   - Conduct incident response exercises and readiness assessments to strengthen preparedness across CalSAWS and county partners.
   - Partner with the Privacy Officer (or equivalent) to assess privacy implications of security incidents and support breach-related workflows.
5. Stakeholder Engagement & Cross-Functional Collaboration
   - Serve as an advisor across internal teams, counties, vendors, and state partners on security and privacy integration.
   - Provide oversight and guidance to the Security & Operations Manager to ensure consistent implementation of required controls
   - Represent Information Security in governance meetings, vendor reviews, and cross-functional workgroups.
   - Communicate program posture, risks, and findings to leadership in a clear and accessible manner.
   - Ensure consistent application of security and privacy controls across CalSAWS' multi-vendor, multi-county environment.

Desirable Skills and Capabilities:

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

- Operationalize security strategy into well-managed programs and processes.
- Lead cross-functional efforts involving technical and non-technical stakeholders.
- Analyze complex issues and provide action-oriented recommendations.
- Communicate effectively to executive leadership, counties, vendors, and oversight bodies.
- Manage multiple priorities in a complex, fast-paced environment.
- Exercise discretion and maintain confidentiality.

Knowledge of:

- Security frameworks, security governance practices, and control design.
- State and federal privacy expectations relevant to human services programs
- Risk assessment methodologies, documentation practices, and audit processes.
- Security architecture concepts, IAM principles, encryption, logging, and monitoring.
- Vendor management and multi-vendor coordination practices.

Desirable Qualifications:

Experience working in large-scale enterprise or public-sector environments is strongly preferred, as well as supporting audits, maintaining security documentation, or verifying control effectiveness.

A master's degree is also highly desirable, with certifications in the following areas:

- CISSP, CISM, CRISC, CCSP, or equivalent security certifications.
- Privacy certifications (CIPP/US, CIPT)
- ITIL or similar operational framework certifications

Minimum Qualifications:

- Graduation from an accredited college or university with a Bachelor's degree in Information Security, Computer Science, Information Systems, or a related field.
- Five (5) years of progressive experience in information security, including risk management, compliance, or security program administration.
- Two (2) years of program leadership, governance, or supervisory experience.
- **Live within a commutable distance from Sacramento, CA**

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.

INFORMATION SERVICES SECURITY OFFICER

Reports To:
Section Director, Chief Information Officer, Chief Technology Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
This position serves as the Privacy Officer for CalSAWS. Under general administrative direction, develops and administers Comprehensive Information Systems security programs; performs related duties as required.
Responsibilities:
▪ Lead and coordinate the Consortium's privacy strategy and program, working closely with the Consortium, county, and State leaders to ensure compliance with privacy regulations and standards in all aspects of CalSAWS operations; ▪ Establish and promulgate Consortium privacy policies and procedure; ▪ Coordinate with the Consortium's Chief Information Security Officer (CISO) to ensure alignment between security and privacy practices; ▪ Conduct risk analyses of the Consortium's privacy programs and capabilities and implement a privacy risk management program; ▪ Identify and implement best practices relating to privacy compliance programs; ▪ Develop metrics to assess performance relative to best practices and improvements in the maturity of the privacy program; ▪ Manage privacy and data security incidents in accordance with the Consortium's Incident Management Plan and Data Breach Notification Policy including coordinating among necessary stakeholders and department leaders, and oversee associated preparedness activities and corrective actions including necessary breach notifications; ▪ Facilitate training, awareness, and communication of privacy matters, including compliance requirements, across the Consortium and in conjunction with Consortium security training; ▪ Monitor and comment on proposed legislation, and ensure the Executive Director and Technical and Operations Section Director is apprised of all privacy and data security related legal developments that affect operations; ▪ Ensure that the Consortium maintains appropriate privacy and confidentiality consent forms, authorization forms, information notices, privacy policies, and materials; ▪ Coordinate communications and management reporting on privacy issues; ▪ Ensure that the use of technologies sustain, and do not erode, privacy protections relating to the use, collection, storage and disclosure of personal information; ▪ Evaluate legislative and regulatory proposals involving collection, use, storage and disclosure of personal information by the Federal Government and the State of California and industry standards; ▪ Conduct privacy reviews of information technology application requests and data requests involving personal or sensitive information; and ▪ Conduct privacy risk assessments on systems and projects that use, collect, disclose or store personal or sensitive information.
Minimum Qualifications:

A bachelor's degree in Computer Science or a related discipline and three (3) years of recent, highly responsible experience in managing the security of multiple platforms, operating systems, software, and network protocols in a large information technology organization

-OR-

Two (2) years of experience administering an IT security program at the level of a Departmental Information Security Officer I

-OR-

Five (5) years of recent, progressively responsible experience in implementing information systems or managing/assisting in the management of an information technology organization, three (3) years of which must have been managing an IT-related security and/or privacy program on a full-time basis, at the level of Information Systems Supervisor II.

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.

PROJECT IT MANAGER

Reports To:
Section Director, Chief Information Officer, Chief Technology Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
The Project Information Technology (IT) Manager will manage project email, intranet and extranet, set up and maintain project SharePoint, manage staff roll-on and roll-off system access, procure project equipment. This role will be responsible for managing staff and resources that provide comprehensive information technology programs and services for business users. The Project IT Manager acts as a consultant to project management, or act as an information technology project manager or act as a specialist in applications development, database administration, operating systems, information system analysis, or network systems. Incumbents possess extensive knowledge in a specialized field of information technology (IT) and apply advanced methodologies, principles, and concepts to coordinate major projects, analyze new or existing system issues, evaluate and recommend new products and technologies, and identify and resolve complex problems. The Project IT Manager acts as a consultant, technical expert, systems architect, or a project manager for a large complex information technology project. The Technical and Operations team provides administration of the consortium systems, including centrally managed ancillaries and internal tools, monitors system performance, Service Level Agreements (SLAs) and security as well as ad hoc reporting and data request. This team also includes conversion activities through Design, Development and Implementation (DD&I).
Responsibilities:
▪ Contributing to design, development and/or review of work products and deliverables including: o Onboarding /Off-boarding Checklists; o Application Development Facility Network Performance Metrics; o SharePoint Usage Metrics; o Status Reports; ▪ Setting up and maintaining the project SharePoint; ▪ Providing supervision to on-site System Admin and Tech Support analysts including performance evaluations, training, feedback for promotions and disciplinary actions; ▪ Managing project email; ▪ Setting up and managing project intranet and extranet; ▪ Creating and managing Staff roll on and roll off procedures; ▪ Procuring project equipment; ▪ 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; ▪ Collaborating with IT leadership to assemble and manage project resources; ▪ 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.

Minimum Qualifications:

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 a level equivalent to 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.

BENEFITSCAL MANAGER

Reports To:
Section Director
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
This position is responsible for managing staff and resources that provide comprehensive information technology programs and services for business users. This position requires a high degree of professional information technology knowledge as well as a broad range of management skills including organizational design, strategic planning, budgeting, and personnel management. Establishes performance requirements and personal development targets for assigned staff and monitors and evaluates performance. Provides coaching for performance improvement and development. Assesses skill gaps and provides training to ensure skills stay current with the technology requirements for current and future work assignments. Under direction of the Common Services Director, the BenefitsCal Manager plans, organizes and directs the activities of Business Analysts, providing effective technology programs and services to support achievement of project and Consortium objectives. The BenefitsCal Manager assists with analysis, recommendations for corrective actions, and resolutions of problems within the software application. Also, the BenefitsCal Manager will review and validate requirements and design, provide guidance and clarification to the vendor and BenefitsCal team, identify issues that may impact the design or other functional areas.
Responsibilities:
▪ Contributing to design, development and/or review of work products and deliverables including: o Application development status; o Detail design feedback; o Deployment readiness feedback and complete Input; o Final acceptance input; ▪ 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; ▪ Facilitating strong cross-team coordination, communication, and collaboration, and ▪ Representing the programmatic needs of the entire user community and providing guidance and input from a user perspective.
Minimum Qualifications:
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 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.

POLICY & DESIGN MANAGER; APPLICATION DEVELOPMENT MANAGER

Reports To:
Section Director
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
This position is responsible for managing staff and resources that provide comprehensive information technology programs and services for business users. This position requires a high degree of professional information technology knowledge, as well as a broad range of management skills including organizational design, strategic planning, budgeting, and personnel management. Establishes performance requirements and personal development targets for assigned staff and monitors and evaluates performance. Provides coaching for performance improvement and development. Assesses skill gaps and provides training to ensure skills stay current with the technology requirements for current and future work assignments. Under direction of the Application Development & Test Director or Policy & Design Director, this position plans, organizes and directs the activities of Business Analysts, providing effective technology programs and services to support achievement of project and Consortium objectives. This position assists with analysis, recommendations for corrective actions, and resolutions of problems within the software application. Also, this position will review and validate requirements and design, provide guidance and clarification to the vendor and Application Development team, identify issues that may impact the design or other functional areas.
Responsibilities:

▪ Contributing to design, development and/or review of work products and deliverables including:
  o Application development status;
  o Detail design feedback;
  o Deployment readiness feedback and complete Input;
  o Final acceptance input;
▪ 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;
▪ Facilitating strong cross-team coordination, communication, and collaboration, and
▪ Representing the programmatic needs of the entire user community and providing guidance and input from a user perspective.

Minimum Qualifications:
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 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.

CUSTOMER ENGAGEMENT MANAGER

Reports To:
Section Director
Classifications Directly Supervises:
Regional Managers
About the Assignment:
The Customer Engagement Manager will manage a team of Regional Managers and 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. The Customer Engagement Manager develops and sustains cross-functional relationships with project, regional and county leadership. This role manages, organizes and mobilizes the Regional Managers, each representing the business needs and interests of a large county or multiple counties, in understanding, addressing and communicating the issues and opportunities related to the counties' activities in the attainment of strategic priorities as established by the Consortium. This role also supports the monitoring of county satisfaction with Consortium staff, processes, and technology, including the usage and marketing of consortium system functions/products (e.g. reports) to develop growth strategies. This position plans and directs complex and sensitive research assignments requiring locating and gathering of data from multiple sources and interpretation of often conflicting and ambiguous data to reach sound conclusions; identifies research problems and challenges, determines analytical techniques appropriate to an assignment's purpose; develops statistical and information-gathering processes to ensure quality, integrity, validity, and relevance of data obtained for analysis and decision making purposes. Assignments require the use of discretion and care in the handling of confidential and sensitive information used to support management decisions, as well as professionalism and tact in dealing with individuals such as higher-level staff members, managers, and professionals from other organizations on sensitive or controversial issues of considerable consequence or importance. Recommendations have significant impact on higher-level staff and management decisions.
Responsibilities:
▪ Managing a team of Regional Managers, including time and performance management tasks; ▪ Managing project tasks and contributing to design, development and/or review of work products and deliverables including: o Regional Status Reports; o System change Request Feedback; o Change Control Board Decisions; o Release Packages Input; o Release Go/No Go Decisions; o Deliverable Review Comments; o CalSAWS Information Transmittals and Requests for Information ▪ Planning, organizing, managing, integrating and evaluating the work of a division/section with subordinate supervisors and/or staff;

- Developing and directing the implementation of operational plans to support the Consortium's business goals;
- Supporting Regional Managers and counties in attainment of strategic priorities, both county and Consortium specific as established by the Board of Directors;
- Providing coaching and guidance to Regional Managers on opportunities for improving customer service;
- Building relationships with senior level project and county executives to gain information and transfer knowledge to counties;
- Resolving all customer escalations promptly, timely and effectively;
- Fostering effective two-way communication among vendor, counties and external stakeholders;
- Monitoring county satisfaction metrics related to the current Consortium products, product usage and product marketing to recommend specific customer communications and/or technical solutions for improvement;
- Ensuring appropriate county representatives and regional stakeholders participate in planned activities and key decisions;
- Actively participating in and/or facilitating county, regional project meetings and assisting in identifying the changing needs of the counties;
- Visiting multiple regions and counties on a regular basis and additionally at the request of a Regional Manager;
- Facilitating communication between the Counties and Project regarding customer experience & innovation initiatives;
- Coordinating at project site to understand new policy and communicate county impact;
- Coordinating responses to county concerns/questions/requests; and,
- Coordinating with System Integration vendor project management to provide direction, decisions and approaches.

Minimum Qualifications:

Two years of bona-fide supervisory experience over a unit of analysts performing assignments within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field - AND - two additional years of experience at the level of a journey analyst or higher within one or more of these administrative fields.

-OR-

Two years of any bona-fide supervisory experience - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field.

-OR-

Two years of experience at the level of a senior analyst or higher functioning in a consultative role similar to Department of Auditor-Controller, Chief Executive Office, Department of Human Resources, or Contracts Division, interpreting and applying County policies, rules, and regulations and providing direction, guidance, and advice to management and administrative staff in County line departments - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts, or other closely-related administrative field.

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.

PROCUREMENT MANAGER

Reports To:
Chief Administrative Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
The Procurement Manager is responsible for planning and directing procurement activities and subsequent development and implementation (D&I) activities for large, complex applications and Information Technology (IT) services, in support of the larger statewide CalSAWS enterprise project. The Procurement Manager manages a team of analysts in procuring IT goods and services that support the delivery of services to over 15 million customers and support the business operations for all 58 counties of California. The Procurement Manager plans and directs a full range of difficult to complex analytical administrative and technical assignments and makes recommendations on complex issues which directly impact project programs and administrative operations, and which may be of a confidential or sensitive nature. This role plans, organizes, assigns, and evaluates the work of Procurement Analyst(s) in the performance of the project management activities related to Procurement Management for the CalSAWS Consortium. Assignments require the use of discretion and care in the handling of confidential and sensitive information used to support management decisions, as well as professionalism and tact in dealing with individuals such as higher-level staff members, managers, and professionals from other organizations on sensitive or controversial issues of considerable consequence or importance. Recommendations have significant impact on higher-level staff and management decisions.
Responsibilities:
▪ Directing, planning, organizing and contributing to the design, development and/or review of work products and deliverables for this specific IT procurement including: o IT Procurement and RFP strategy, standards, templates; o IT Procurement Work Plan, resource plan and budget; o Requests for Proposal (RFP) for in support of the statewide CalSAWS effort including development of requirements, scope of work, deliverables, evaluation methodology and criteria, proposal structure and price schedules; o Training and directing the proposal evaluation team; o Business and Cost Proposal Evaluation Guides, tools and workbooks; o Business and Cost Proposal Training materials development and delivery; o Proposal Evaluation Results; and o Vendor Selection Reports and Recommendations. ▪ Directing and overseeing RFP requirements definition and confirmation tasks to ensure the business, technical and operational needs of all 58 counties are met through this procurement and that the requirements are consistent with the overall CalSAWS strategy and objectives; ▪ Advising the Common Services Director and Consortium legal counsel with Contract Negotiations resulting from this procurement; ▪ Directing the preparation and presentation of the RFP, Vendor Selection Report and Recommendation for Contract Award to the 58-county CalSAWS Executive Director and JPA Board of Directors;

- Collaborating with the Common Services Director, PMO Manager, Application Development Manager and Implementation Manager to review and assess vendor Deliverable Expectation Documents (DEDs) and deliverables for adherence to requirements, specifications and standards;
- Collaborating with the Common Services Director, PMO Manager, Application Development Manager and Implementation Manager to review and assess vendor progress on tasks as documented in the approved baseline work plan for this IT project;
- Collaborating with the advocate community to meet legislative requirements for including advocates in the requirements definition, design and testing phases for this public facing IT procurement and subsequent development and implementation effort;
- Driving communication and education of counties, project partners and stakeholders regarding this IT procurement and subsequent D&I effort;
- Managing the issue and risk management processes for this IT procurement and subsequent D&I effort;
- Collaborating with the PMO Contracts and Fiscal Manager to prepare IAPDU budget and schedule updates associated with this IT procurement and subsequent D&I activities; and
- Establishing performance requirements and personal development goals for assigned analysts with the use of assessments and coaching to achieve performance improvement and development.

Minimum Qualifications:

Two years of bona-fide supervisory experience over a unit of analysts performing assignments within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field - AND - two additional years of experience at the level of a journey analyst or higher within one or more of these administrative fields.

-OR-

Two years of any bona-fide supervisory experience - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field.

-OR-

Two years of experience at the level of a senior analyst or higher functioning in a consultative role in departments similar to Auditor-Controller, Chief Executive Office, Human Resources, or Contracts Division, interpreting and applying County policies, rules, and regulations and providing direction, guidance, and advice to management and administrative staff in County line departments - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts, or other closely related administrative field.

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.

FISCAL & CONTRACT MANAGER

Reports To:
Chief Administrative Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
The Fiscal & Contract Manager is responsible for the financial management of over a billion in funds for the CalSAWS portfolio and the contract management of multiple vendors in the planning and delivery of the statewide automated welfare system. The Fiscal & Contract Manager oversees complex and sensitive research assignments requiring locating and gathering of data from multiple sources and interpretation of often conflicting and ambiguous data to reach sound conclusions; identifies research problems and challenges, determines analytical techniques appropriate to an assignment's purpose; develops statistical and information-gathering processes to ensure quality, integrity, validity, and relevance of data obtained for analysis and decision making purposes. Assignments require the use of discretion and care in the handling of confidential and sensitive information used to support management decisions, as well as professionalism and tact in dealing with individuals such as higher-level staff members, managers, and professionals from other organizations on sensitive or controversial issues of considerable consequence or importance. Recommendations have significant impact on higher-level staff and management decisions. The Fiscal & Contract Manager directs and oversees a full range of difficult to complex analytical assignments and makes recommendations on complex issues which directly impact departmental programs and administrative operations, and which may be of a confidential or sensitive nature. This role plans, organizes, assigns, manages, integrates and evaluates the work of Fiscal Analysts and Contract Analysts in the performance of the project management activities related to Financial Management (budgets, funding, payments, claims, financial assets, financial audits) and contracts for CalSAWS, including Information Technology (IT) services, hardware maintenance, and software licensing agreements. The Project Management Office (PMO) is the information hub for projects within the Consortium's portfolio and involves tracking/reporting, information management, financial tracking, contract and vendor management, Project Control, Risk / Issue management, knowledge/information, facility and procurement activities. Information Technology Managers are classifications requiring a high degree of professional information technology knowledge as well as a broad range of management skills including organizational design, strategic planning, budgeting and personnel management.
Responsibilities:
▪ Managing and administering multiple, large-scale IT contracts for System Integrators, Quality Assurance vendors, Planning/Procurement vendors and the California Department of Technology (CDT) and working with the CalSAWS Executive Director to negotiate and develop large, complex contract amendments including Service Level Agreements, and secure state and federal approvals; ▪ Planning, managing and controlling the development and maintenance of the $1B+ CalSAWS D&I and M&O Implementation Advance Planning Document (IAPD) and working collaboratively with state and federal stakeholders to secure ongoing approvals; ▪ Manages and participates in the assessment and analysis of business requirements and development and maintenance of applications.

- Managing and contributing to project deliverables through design, development and/or review of work products and deliverables including:
    - IAPDs & Updates;
    - Premise Funding Advanced Planning Documents (APDs);
    - County Allocations & County Share of Costs;
    - Monthly & As-Needed Financial Reports;
    - County Share of Cost Reports;
    - Invoice Tracking, Review Results and Approvals;
    - Payment Documents;
    - Annual Financial Audit Artifacts;
    - Claim Tracking Reports;
    - GASB 51 Forms;
    - IT Contract Administration, Compliance & Communications for multiple IT contracts;
    - IT Contract Provisions and Amendments;
    - IT Contract wind-down and termination;
    - Contract Tracking Log; and
    - Contract Review Coordination & Results.
- Communicating and conferring with project leadership, sponsors, and stakeholders on financial and contract matters related to project management;
- Formulating, implementing, managing, and maintaining processes, procedures, policies, forms and tools for financial management and contract development/management;
- Working with the PMO Manager on any issues that need to be escalated within the project;
- Monitoring emerging issues and concerns to develop timely, proactive responses that address problems or improve operations;
- Using qualitative and/or quantitative analytical methods for complex financial and contract issues and makes recommendations on options that meet objectives and best balance the interests of various stakeholders;
- Preparing a variety of documents (e.g., reports, business correspondence, memoranda) often of a highly sensitive nature requiring the exercise of organizational acumen;
- Using appropriate software programs (e.g., word processing, desktop publishing, presentation) to create materials in a variety of formats and approaches to effectively communicate information to various audiences (e.g., departmental personnel, members of the public, governing boards);
- Compiling information by grouping and/or categorizing the information (e.g., in tables, spreadsheets, data files) in meaningful ways to facilitate meeting specific analytical requirements;
- Developing strategies to manage key stakeholders' expectations during initiatives that facilitate the decision-making processes which lead to the most impactful outcome;
- Managing various administrative duties (e.g., creating and maintaining files; formatting standard documents; receiving, processing, and routing documents) by appropriately applying Federal and State laws;
- Maintaining confidential information in accordance with legal standards and regulations;
- Serving as key liaison for communication, coordination and problem solving with program subcontractors in all matters pertaining to fiscal administration of contracts;
- Managing and conducting complex contracting feasibility and cost analysis studies of various project operations and project budgets; prepares reports detailing findings and makes recommendations to project leadership, and the respective project teams;
- Manages, directs and evaluates the work of staff providing technology support functions.

- Managing and coordinating development of documents including contracts, amendments and change order agreements for newly awarded and on-going projects;
- Conferring with Consortium attorneys to formulate appropriate terms and conditions to be included in contracts and change orders
- Managing and performing technical review of contracts, amendments and change orders related to scope, cost and schedule and coordinates with the Consortium attorneys, other consortium teams and the Quality Assurance vendor to consolidate questions/comments and communicate to vendor for resolution;
- Preparing communication to the consortium management recommending contract approval;
- Advising line operations and PMO Manager in identifying contractual and funding problems, and in resolving differences with contractors;
- Managing reviews of contractor compliance with such requirements as licensures, insurance, Living Wage Ordinance and Jury Duty Ordinance;
- Ensuring clear and direct communication when corresponding (verbally or written) on the status of the contract, amendment and/or change order(s);
- Collaborating on the preparation of regular financial reports for submission to the Executive Director, the JPA Board of Directors; and
- Overall responsibility for annual audit and support of Consortium Treasurer's preparation of annual financial statements and annual report detail.

Minimum Qualifications:

Two years of bona-fide supervisory experience over a unit of analysts performing assignments within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field - AND - two additional years of experience at the level of a journey analyst or higher within one or more of these administrative fields.

-OR-

Two years of any bona-fide supervisory experience - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative fields.

-OR-

Two years of experience at the level of a senior analyst or higher functioning in a consultative role in a department similar to the Auditor-Controller, Chief Executive Office, Human Resources, or Contracts Division, interpreting and applying County policies, rules, and regulations and providing direction, guidance, and advice to management and administrative staff in County line departments - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts, or other closely-related administrative field.

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.

PMO MANAGER

Reports To:
Chief Administrative Officer
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
The Project Management Office (PMO) Manager plans, organizes and manages highly specialized and complex analysis and provides project management leadership. This role is responsible for the planning and delivery of project management activities, including scope management, risk and issue management, schedule management, communication management, facility operations, physical security, and the project library as well as processes, procedures, templates, standards tools. This position requires the application of technical knowledge and analytical skills necessary to conduct project management solutions for information technology. Incumbents understand and apply advanced principles, concepts, and methods of project management knowledge areas, including integration, scope, schedule, cost, quality, and communications management, in managing multiple projects. The PMO Manager is responsible for managing the staff and resources that provide a full-range of technical analysis, design, development, and implementation of complex systems. PMO Managers require a high degree of professional information systems knowledge, including all phases of the system development lifecycle (SDLC), problem identification and resolution, state and federal policies and regulations as they relate to human services programs, as well as a broad range of management skills including organizational design, strategic planning, and personnel management. The PMO is the information hub for projects within the Consortium's portfolio and involves tracking/reporting, information management, financial tracking, contract and vendor management, project controls, risk/issue management, facility and procurement activities. This position requires a high degree of professional information technology knowledge as well as a broad range of management skills including organizational design, strategic planning, budgeting and personnel management.
Responsibilities:
▪ Managing a team of PMO Analysts; ▪ Managing project tasks and contributing to project deliverables through design, development and/or review of work products and deliverables including: o Issue & Risk Registers at the project and enterprise levels; o Project Work Plan and Schedule Management for multiple projects; o CalSAWS Information Transmittals; o CalSAWS Request for Information; o Vendor and Consortium estimates for System Change Requests; o Deliverable Tracking Logs for multiple vendors; o Document Library; o M&O Processes and Procedures; ▪ Project Control Document adherence and maintenance; and ▪ Staff Acquisition planning, recruiting and onboarding of resources to support the enterprise and specific projects. ▪ Managing staff to ensure coordination of methodology, practices, and artifacts throughout deliverable development and application development life cycle;

- Planning and managing project communications and education of project partners regarding cross-functional use of SharePoint and other PMO tools and templates;
- Works with department/ business managers to evaluate current and anticipated Information Technology requirements.
- Directs and/or participates in managing development, infrastructure and/or hardware/software migration projects.
- Coordinates problem solving, conflict resolution, escalations, restart and recovery.
- Promotes efficient, cost effective uses of advanced technologies and manages the migration to next-generation technologies.
- Develops and directs the implementation of operational plans to support the project business goals.
- Assess skill gaps and provides recommendation on training to ensure skills stay current with the project requirements for current and future work assignments.
- Promotes efficient, cost effective uses of advanced technologies and manages the migration to design and implementation of the project.
- Communicating and conferring with the PMO Director, project partners, and stakeholders on matters related to project management and deliverables of multiple vendors;
- Managing resources in workplan development and analysis, and monitors vendor performance to ensure contract deliverables meet requirements, resolves problems, prepares reports, and notifies Fiscal and Contract Manager related to review/approval of vendor payments;
- Managing the successful portfolio outcomes through effective project planning, scope management, resource allocation, budget management, and stakeholder communication;
- Managing the development, design, implementation, and maintenance of PMO processes, methodologies, templates, standards and tools to ensure achievement of strategic long-range information requirements, and integrates plans into overall strategic project plans;
- Establishing, monitoring and reporting key performance metrics across the CalSAWS enterprise for schedule, budget, progress, communication, risks, issues and adherence to Service Level Agreements;
- Managing the enterprise and project level Issue and Risk Management processes;
- Managing the monitoring of resource demands for projects, future resource gaps, identification of critical resource risks, and the overall resource utilization across the entire organization;
- Ensuring deployment, maintenance, and continuous improvement of project performance monitoring and control capabilities;
- Keeping abreast of emerging project management office trends including new PMO technology with the PMO Director;
- Maintaining confidential information in accordance with legal standards and regulations; and
- Managing facility operations, including staff roll-on and roll-off, and site security.

Minimum Qualifications:

Two years of bona-fide supervisory experience* over a unit of analysts performing assignments within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field - AND - two additional years of experience at the level of a journey analyst or higher within one or more of these administrative fields.

-OR-

Two years of any bona-fide supervisory experience - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely related administrative field.

-OR-

Two years of experience at the level of a senior analyst or higher functioning in a consultative role in county departments such as Auditor-Controller, Chief Executive Office, Human Resources, or Contracts Division, interpreting and applying County policies, rules, and regulations and providing direction, guidance, and advice to management and administrative staff in County line departments - AND - four years of experience at the level of a journey analyst or higher within one or more of the following administrative fields: human resources, budget, finance, contracts, or other closely-related administrative field.

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.

EQUITY AND LANGUAGE ACCESS LEAD

Reports To:
CalSAWS Communications Manager/Public Information Officer
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
The Equity and Language Access Lead is responsible for advancing equity and accessibility across CalSAWS Consortium by ensuring that services are delivered in a manner that is inclusive and responsive to the diverse linguistic and cultural needs of the communities we serve. This role involves monitoring service delivery for disparities, developing comprehensive language access plans, and overseeing the execution of translation and interpretation services. The Equity and Language Access Lead will work closely with internal teams, external vendors, and community stakeholders to promote equity initiatives and enhance community engagement.
Responsibilities:
Monitoring and Analysis: ▪ Analyze service delivery data to identify disparities affecting diverse populations. ▪ Develop strategies to address identified gaps and improve service accessibility. Language Access Plan Development: ▪ Create and manage language access plans that ensure availability of services in multiple languages. ▪ Review and update plans regularly based on community needs and service evaluation. Oversight of Translation and Interpretation Services: ▪ Manage translation and interpretation processes, ensuring accuracy and cultural sensitivity. ▪ Develop guidelines and best practices for vendors to ensure high-quality service delivery. Vendor Collaboration: ▪ Partner with vendors to implement equity and accessibility initiatives. ▪ Evaluate vendor performance and service quality, making adjustments as necessary. Community Engagement: ▪ Collaborate with community organizations, advocacy groups, and stakeholders to understand the needs of diverse populations. ▪ Facilitate partnerships that amplify community voices in service delivery and outreach efforts. Training and Capacity Building: ▪ Develop and deliver training programs for staff on equity, language access, and cultural competency. ▪ Support staff in implementing best practices for serving diverse populations.
Minimum Qualifications:
▪ Bachelor's degree in public health, social sciences, linguistics, or a related field; master's degree preferred. ▪ Three years of experience in equity, diversity, inclusion, or language access roles, or equivalent. ▪ Proven experience in project management and community engagement.

- Knowledge of relevant laws and regulations regarding language access and equity.
- Experience working with diverse communities and a strong understanding of their needs.

- OR

- Five years of experience in equity, diversity, inclusion, or language access roles, or equivalent.
- Proven experience in project management and community engagement.
- Knowledge of relevant laws and regulations regarding language access and equity.
- Experience working with diverse communities and a strong understanding of their needs.

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.

PROCUREMENT ANALYST II

Reports To:
Procurement Manager
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
Procurement Support staff support the Common Services team through making recommendations on highly complex and sensitive issues with impact on CalSAWS procurement efforts and success, as well as supervising analysts responsible for performing a full range of difficult to complex analytical assignments entailing a wide-ranging level of assistance in planning for and managing IT procurements. This position will work across multiple simultaneous IT procurement efforts, each in different phases of the procurement process, and spanning 12-28 months depending on scope and complexity. The Procurement Support position must demonstrate a high degree of flexibility and adaptability in changing and uncertain conditions as these procurement efforts evolve. The Procurement Support position must also demonstrate the ability to prioritize and manage tasks across multiple competing procurement projects. The Procurement Support position will assist with procurement activities for the following IT projects, core and ancillary systems within the CalSAWS portfolio: ○ Training, Change Management and Implementation Support for the 18 WCDS/CalWIN counties ○ Statewide Online CalWORKs Appraisal Tool (OCAT) D&I and M&O for all 58 counties ○ Statewide CalSAWS Portal and Mobile Application ○ CalSAWS Contact Center(s) for all 58 counties or the 18 WCDS/CalWIN counties ○ Statewide Families & Children for Empowerment and Development (FCED) system ○ CalSAWS Statewide M&O for all 58 Counties
Responsibilities:
• Executing procurement support tasks including establishing and administering SharePoint sites for CalSAWS procurements, answering vendor questions, posting vendor Q&A and RFP amendments, preparing for and supporting Vendor Conferences, and preparing for and supporting Evaluation Team Meetings; • Preparing and assisting with making presentations of the RFP, Vendor Selection Report and Recommendation for Contract Award to the 58-county CalSAWS Executive Director and JPA Board of Directors; • Reviewing and assessing, along with the Procurement Managers, PMO Manager, Application Development Manager and Implementation Manager, vendor Deliverable Expectation Documents (DEDs) and deliverables for adherence to requirements, specifications and standards; • Reviewing and assessing, along with the Procurement Managers, PMO Manager, Application Development Manager and Implementation Manager, vendor progress on tasks as documented in the approved baseline work plan for the multiple resulting IT projects; • Collaborating, alongside the Procurement Managers, with the advocate community to meet legislative requirements for including advocates in the requirements definition and testing phases for these public facing IT procurements and subsequent D&I and M&O efforts; • Assisting the Procurement Managers with communication and education of counties, project partners and stakeholders regarding these IT procurements and subsequent D&I and M&O

efforts;

- Documenting and administering the issue and risk management processes for these multiple IT procurements and subsequent D&I and M&O efforts; and
- Assisting the Procurement Managers in working with the PMO Contracts and Fiscal Manager to prepare IAPDU budget and schedule updates associated with these multiple IT procurements and subsequent D&I and M&O activities.
- Supervises a team or project team of analysts by evaluating work, monitoring performance, coaching and mentoring, taking disciplinary action, developing, implementing and evaluating plans to achieve established goals and objectives.

Minimum Qualifications:

A bachelor's degree from an accredited college or university -AND- Two (2) years of experience performing analytical assignments, one (1) year of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or another closely related administrative field.

-OR-

Four (4) years of experience performing analytical assignments, one (1) year of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or another closely related administrative field.

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.

PROCUREMENT ANALYST III

Reports To:

Procurement Manager

Classifications Directly Supervises:

Analysts as designated

About the Assignment:

The Procurement Analyst supports the Procurement team through making recommendations on highly complex and sensitive issues with impact on CalSAWS procurement efforts and success, as well as supervising analysts responsible for performing a full range of difficult to complex analytical assignments entailing a wide-ranging level of assistance in planning for and managing IT procurements. This position will work across multiple simultaneous IT procurement efforts, each in different phases of the procurement process, and spanning 12-28 months depending on scope and complexity. The Procurement Analyst must demonstrate a high degree of flexibility and adaptability in changing and uncertain conditions as these procurement efforts evolve. This position must also demonstrate the ability to prioritize and manage tasks across multiple competing procurement projects.

Responsibilities:

- Contributing in a lead capacity to the design, development and/or review of work products and deliverables, in whole or in part, for multiple IT procurements including:
  - IT Procurement and RFP strategies, standards, templates;
  - IT Procurement Work Plans, resource plans and budgets;
  - Requests for Proposals (RFPs) for in support of the statewide CalSAWS effort including development of requirements, scope of work, deliverables, evaluation methodology and criteria, proposal structure and price schedules;
  - Business and Cost Proposal Evaluation Guides, tools and workbooks;
  - Business and Cost Proposal Training materials development and delivery;
  - Proposal Evaluation Results; and
  - Vendor Selection Reports and Recommendations.
- Defining RFP requirements and performing confirmation tasks to ensure the business, technical and operational needs of all 58 counties are met through these multiple procurements and that the requirements are consistent with the overall CalSAWS strategy and objectives;
- Executing procurement support tasks including establishing and administering SharePoint sites for CalSAWS procurements, answering vendor questions, posting vendor Q&A and RFP amendments, preparing for and supporting Vendor Conferences, and preparing for and supporting Evaluation Team Meetings;
- Preparing and assisting with making presentations of the RFP, Vendor Selection Report and Recommendation for Contract Award to the CalSAWS Executive Director and JPA Board of Directors;
- Reviewing and assessing, along with the Procurement Manager, PMO Manager, Application Development Manager and Implementation Manager, vendor Deliverable Expectation Documents (DEDs) and deliverables for adherence to requirements, specifications and standards;
- Reviewing and assessing, along with the Procurement Manager, PMO Manager, Application Development Manager and Implementation Manager, vendor progress on tasks as documented in the approved baseline work plan for the multiple resulting IT projects;

- Collaborating, alongside the Procurement Manager, with the advocate community to meet legislative requirements for including advocates in the requirements definition and testing phases for these public facing IT procurements and subsequent D&I and M&O efforts;
- Assisting the Procurement Manager with communication and education of counties, project partners and stakeholders regarding these IT procurements and subsequent D&I and M&O efforts;
- Establishing, alongside the Procurement Manager, issue and risk management processes for these multiple IT procurements and subsequent D&I and M&O efforts; and
- Assisting the Procurement Manager in working with the PMO Contracts and Fiscal Manager to prepare IAPDU budget and schedule updates associated with these multiple IT procurements and subsequent D&I and M&O activities.
- May oversee the development and maintenance of technical documentation for CalSAWS.
- May supervise lower level technical staff.
- May develop, implement and support project management, systems analysis, software development and systems implementation tools, techniques and methodologies for CalSAWS.

Minimum Qualifications:

A bachelor's degree from an accredited college or university -AND- Three years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or another closely related administrative field.

-OR-

Five years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or another closely related administrative field.

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.

PMO – FISCAL AND CONTRACTS ANALYST II

Reports To:
Fiscal and Contract Manager, PMO Manager
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
This position reports to the Fiscal & Contract Manager, PMO Manager, or Procurement Manager. The Analyst works within the PMO team to complement and support the Joint Powers Authority's Fiscal Agent in the financial activities for the CalSAWS Consortium and supporting highly complex project controls and project management activities throughout the system development lifecycle (SDLC). This role will develop and implement effective project management tools and methodologies to maintain project standards, communicate project information, maintain the project library, control facility operations, facilitate deliverable review and approvals, support issue and risk management, and report project status for multiple projects within the CalSAWS portfolio. This position may also perform evaluation and analysis related to the CalSAWS financial management framework, including: facilitating funding requests, developing and tracking budgets, processing payments, tracking reimbursement of project costs and assisting in preparation for the annual financial audit.
Responsibilities:
▪ Contributing to the design, development and/or review of work products and deliverables including: o Issue & Risk Registers; o Work Plans; o CalSAWS Information Transmittals; o CalSAWS Requests for Information; o Vendor and Consortium estimates for System Change Requests; Deliverable Tracking Logs; o Communication Tracking Logs; o Document Library; o M&O Processes & Procedures; o Project Control Documents; and o Staff Acquisition planning, recruiting and onboarding of resources to support the enterprise and specific projects. o Implementation Advance Planning Documents (IAPDs) & Updates; o Premise Advance Planning Documents (APDs); o County Allocations; o Monthly & As Needed Financial reports; o County Share of Cost Reports; o Invoice Review Results and Approvals; o Invoice Tracking Log; o Payment Documents; o Claim Tracking Reports; o GASB 51 and GASB 42 Reporting; o Annual Financial Audit Artifacts; ▪ Evaluates the preparation, coordination and submission of time-sensitive, reports and statistical measures associated with the projects overseen by the project team. ▪ Analyzes project audit outcomes and measurement activities for the development of

recommendations to enhance project performance.

- Assesses processes and programs by gathering and analyzing relevant information in order to ensure they are proceeding as planned; monitors emerging issues and concerns in order to develop timely proactive responses.
- Prepares correspondence for submission to Project and Executive Director to obtain approval for the largest and most complex service acquisitions.
- Supervises technical staff involved in identifying and resolving problems of organization, and systems and procedures.
- Assisting with the development and maintenance of funding requests and budgets;
- Assisting with the annual audit and preparation of annual financial statements and annual report detail;
- Facilitating the invoice payment process;
- Coordinating and tracking the county claim process;
- Managing travel expense process for the project and counties;
- Supporting the capital assets inventory;
- Preparing cash accrual reports;
- Maintaining confidential information in accordance with legal standards and regulations; and
- Communicating and conferring with executive management on fiscal matters.

Minimum Qualifications:

A Bachelor's degree from an accredited college or university -AND- Three years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst* or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

Option 2

Five years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst* or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

*Journey-level analyst work involves the independent performance of work assignments which require the use of sound professional judgment, initiative and creativity in identifying and selecting research and analytical methods and techniques to address and resolve complex, controversial, and/or sensitive problems related to administrative functions such as human resources, budget, finance, contracts and other closely-related administrative functional areas.

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.

PMO – FISCAL AND CONTRACTS ANALYST III

Reports To:
Fiscal and Contract Manager, PMO Manager
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
Under direction of the Fiscal & Contract Manager, the Fiscal Analyst of the PMO team complements and supports the Joint Powers Authority's Fiscal Agent in the financial activities for the CalSAWS consortium. This role supervises analysts responsible for performing a full range of difficult to complex evaluations and analytical assignments related to the CalSAWS financial management framework, including: facilitating funding requests, developing and tracking budgets, processing payments, tracking reimbursement of project costs and assisting in preparation for the annual financial audit.
Responsibilities:
▪ Planning, organizing, assigning, and evaluating work related to the design, development and/or review of work products and deliverables including: o Implementation Advance Planning Documents (IAPDs) & Updates; o Premise Advance Planning Documents (APDs); o County Allocations; o Monthly & As Needed Financial reports; o County Share of Cost Reports; o Invoice Review Results and Approvals; o Invoice Tracking Log; o Payment Documents; o Claim Tracking Reports; o GASB 51 and GASB 42 Reporting; o Annual Financial Audit Artifacts; ▪ Supervising a unit of lower-level analysts engaged in analyzing and recommending solutions for budgetary and fiscal problems by assigning, participating in, evaluating and providing guidance on work, ensuring objectives and goals are achieved with allocated resources within established deadlines, and taking disciplinary action as necessary; ▪ Interacting with a variety of individuals, such as the Joint Powers Authority's Fiscal Agent, to provide consultation services and advice, make presentations, and resolve highly sensitive and contentious issues. ▪ Planning and conducting highly complex and sensitive research assignments requiring the development of study criteria, locating and gathering of data from multiple sources and interpretation of conflicting and ambiguous data to reach sound conclusions; identifying research problems and challenges, and devising analytical methods and techniques required to accomplish assignment objectives; developing statistical and information-gathering processes to ensure quality, integrity, validity and relevance of data obtained for analysis and decision making purposes; ▪ Developing and maintaining funding requests and budgets;

- Conducting annual audits and preparing annual financial statements and annual report detail;
- Facilitating the invoice payment process;
- Coordinating and tracking the county claim process;
- Monitoring processes by gathering and analyzing relevant information in order to ensure that processes are capable and stable, and proactively responding to emerging issues and concerns;
- Managing travel expense process for the project and counties;
- Supporting the capital assets inventory;
- Preparing cash accrual reports;
- Maintaining confidential information in accordance with legal standards and regulations; and
- Communicating and conferring with executive management on fiscal matters.

Minimum Qualifications:

A Bachelor's degree from an accredited college or university -AND- Four years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst* or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

Option 2

Five years of experience performing analytical assignments, three years of which must have been at the level of a journey-level analyst* or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

*Journey-level analyst work involves the independent performance of work assignments which require the use of sound professional judgment, initiative and creativity in identifying and selecting research and analytical methods and techniques to address and resolve complex, controversial, and/or sensitive problems related to administrative functions such as human resources, budget, finance, contracts and other closely-related administrative functional areas.

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.

- Collaborating, alongside the Procurement Manager, with the advocate community to meet legislative requirements for including advocates in the requirements definition and testing phases for these public facing IT procurements and subsequent D&I and M&O efforts;
- Assisting the Procurement Manager with communication and education of counties, project partners and stakeholders regarding these IT procurements and subsequent D&I and M&O efforts;
- Establishing, alongside the Procurement Manager, issue and risk management processes for these multiple IT procurements and subsequent D&I and M&O efforts; and
- Assisting the Procurement Manager in working with the PMO Contracts and Fiscal Manager to prepare IAPDU budget and schedule updates associated with these multiple IT procurements and subsequent D&I and M&O activities.
- May oversee the development and maintenance of technical documentation for CalSAWS.
- May supervise lower level technical staff.
- May develop, implement and support project management, systems analysis, software development and systems implementation tools, techniques and methodologies for CalSAWS.

Minimum Qualifications:

A bachelor's degree from an accredited college or university -AND- Three years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or another closely related administrative field.

-OR-

Five years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts or another closely related administrative field.

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.

BUSINESS ANALYST I

Reports To:

Policy and Design Manager, Application Development Manager, Business Lead

Classifications Directly Supervises:

None

About the Assignment:

Incumbents in this position provide a full-range of information systems analysis and design and are assigned to moderately complex systems with multifaceted functionality. Such Business Analysts support certain activities of the System Development Lifecycle, including business requirements, interpreting policy, defining business rules, performing analysis and design, for a complete system or a component or module of a large complex system. Incumbents apply a thorough knowledge of all phases of systems analysis and development for problem identification and resolution. Incumbents must possess good oral and written communication skills for developing technical and user documentation and providing user training. Business Analysts do not perform programming duties and are not required to have programming knowledge and experience.

Responsibilities:

- Performing project tasks and contributing to project deliverables through design, development and/or review of work products and deliverables including:
  - Committee Agendas & Minutes;
  - Design Analysis;
  - System Change Request Requirements and Design Documents;
  - System Change Request Approval;
  - Requirements Traceability Review;
- Participate in one or more regional committees and/or workgroups.
- Contributing to joint design sessions.
- Analyzing and facilitating system design updates and communicating system and business impacts;
- Interfacing with internal and external stakeholders to identify and resolve issues related to changes that may affect other areas of the software;
- Collaborating with information technology staff to ensure requirements are met throughout the systems development life cycle;
- Providing guidance and support to stakeholders and/or contractors regarding priorities and project development activities;
- Maintaining a product backlog according to the strategic goals; and
- Managing and tracking system change requests through a change control process.

Minimum Qualifications:

Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems, or a closely related field and (1) year of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization -OR- One (1) year of experience at the level of Information Systems Analyst I -OR- Two (2) years of recent,

full-time, paid experience in information systems analysis and design in a centralized information technology organization.

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 understanding state policy as relates to SAWS;
- Strong analytical and problem-solving skills; and strong organizational and leadership abilities.

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.

BUSINESS ANALYST II

Reports To:

Policy and Design Manager, Application Development Manager, Business Lead

Classifications Directly Supervises:

Analysts as designated

About the Assignment:

Incumbents in this position provide a full-range of information systems analysis and design and are assigned to complex systems with multifaceted functionality. Such Business Analysts lead and coordinate certain activities of the System Development Lifecycle, including business requirements, interpreting policy, defining business rules, performing analysis and design, for a complete system or a component or module of a large complex system. Incumbents apply a thorough knowledge of all phases of systems analysis and development for problem identification and resolution. Incumbents must possess good oral and written communication skills for developing technical and user documentation and providing user training. Business Analysts do not perform programming duties and are not required to have programming knowledge and experience.

Responsibilities:

- Coordinate project tasks and contributing to project deliverables through design, development and/or review of work products and deliverables including:
  - Committee Agendas & Minutes;
  - Design Analysis;
  - System Change Request Requirements and Design Documents;
  - System Change Request Approval;
  - Requirements Traceability Review;
- Facilitating one or more regional committees and/or workgroups;
- Provide expertise and leads joint design sessions.
- Analyzing and facilitating system design updates and communicating system and business impacts;
- Ensures requirements are met throughout the systems development life cycle.
- Interfacing with internal and external stakeholders to identify and resolve issues related to changes that may affect other areas of the software;
- Develops, maintains, and coordinates project plans, may include project reporting.
- Collaborating with information technology staff to ensure requirements are met throughout the systems development life cycle;
- Providing guidance and support to stakeholders and/or contractors regarding priorities and project development activities;
- Develops test scenarios for complex systems; prepares user acceptance test documentation; collaborates with system users to conduct user acceptance testing.
- Coordinates unit testing, integration testing, production simulation and load testing, and network testing.
- Maintaining a product backlog according to the strategic goals; and
- Managing and tracking system change requests through a change control process.

Minimum Qualifications:

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- Three (3) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization.

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 understanding state policy as relates to SAWS;
- Strong analytical and problem-solving skills; and
- Strong organizational and leadership abilities.

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.

BUSINESS ANALYST III

Reports To:
Policy and Design Manager, Application Development Manager
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
This position is a lead position supporting the Policy and Design and/or Application Development teams. Incumbents in this position provide a full-range of information systems analysis and design and are assigned to complex systems with multifaceted functionality. Such Business analysts lead and oversee certain activities of the System Development Lifecycle, including business requirements, interpreting policy, defining business rules, performing analysis and design, for a complete system or a component or module of a large complex system. Incumbents apply a thorough knowledge of all phases of systems analysis and development for problem identification and resolution. Incumbents must possess good oral and written communication skills for developing technical and user documentation and providing user training. Business Analysts do not perform programming duties and are not required to have programming knowledge and experience. Business Analysts in this classification may supervise a team of analysts, which includes conducting performance evaluation & performance management, and timesheet approval.
Responsibilities:

▪ Overseeing project tasks and contribute to project deliverables through design, development and/or review of work products and deliverables including:
  o Committee Agendas & Minutes;
  o Design Analysis;
  o System Change Request Requirements and Design Documents;
  o System Change Request Approval;
  o Requirements Traceability Review;
▪ May serve as the system manager for a complex application system, controlling system configuration such as data dictionaries, configuration options, and release cycles; regression test development planning and managing the release of new or updated application modules; analyzing, planning, documenting and championing changes to business processes; planning training, and having authority for change management at the application level.
▪ May oversee the development and maintenance of technical documentation for enterprise or complex systems.
▪ Develops systems specifications, through requirements gathering, research, analysis and direct contact with business units, subject matter experts, system users and technical staff, and hardware/software vendors for specialized and complex applications using relevant tools and techniques for systems development.
▪ Supervising a team of analysts; facilitating one or more committees and/or workgroups;
▪ Leading and contributing to joint design sessions.
▪ Analyzing and facilitating system design updates and communicating system and business impacts;

- Interfacing with internal and external stakeholders to identify and resolve issues related to changes that may affect other areas of the software;
- Collaborating with information technology staff to ensure requirements are met throughout the systems development life cycle;
- Collaborating with information technology staff to ensure requirements are met throughout the systems development life cycle;
- Providing guidance and support to stakeholders and/or contractors regarding priorities and project development activities;
- Maintaining a product backlog according to the strategic goals; and
- Managing and tracking system change requests through a change control process.

Minimum Qualifications:

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 more responsible, full-time, paid experience in a centralized Information Technology organization performing information systems analysis and design for complex systems -OR - Five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization performing information systems analysis and design for complex systems.

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 understanding state policy as relates to SAWS;
- Strong analytical and problem-solving skills;
- Strong organizational, management and leadership abilities; and
- Demonstrated ability to lead a team through various project stages

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.

TECHNICAL ANALYST I

Reports To:

Technical and Operations Manager, Project IT Manager, Technical Lead

Classifications Directly Supervises:

None

About the Assignment:

The Technical/Security Analyst works within the Technical and Operations team to ensure that the changes to the CalSAWS application integrate with existing operations for each county.

Responsibilities:

- Contributing to design, development and/or review of work products and deliverables including:
  - Technical Architecture Designs input;
  - Service Level Agreement Assessments;
  - Performance Issue Resolution Input;
  - Deliverable Tracking Logs,
  - CalSAWS System Operations and Support Plan (SOSP) Review Results,
  - System Change Request (SCR) Feedback, and
  - Status Reports;
- Reviewing and evaluating the Operations Contractor Technical Team operations responsibilities, including Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management and Asset Tracking Management;
- Assisting in the analysis and evaluation of the Technical Refresh Plans;
- Coordinating with the Operations Contractor and Quality Assurance (QA) contractor Project Managers to verify information and resolve issues;
- Reviewing and evaluating technical work products and deliverables for network infrastructure, county site preparation and equipment installation;
- Performing the annual inventory of Project capital assets;
- Assisting County Help Desk and Technical Staff with Unicenter and System Operation and Support Plan (SOSP) procedures;
- Verifying network changes, and evaluating effects on performance of the software;
- Provide Project management for Counties when major site moves, site expansions, upgrades and tech refresh projects are required;
- Facilitating Technical meetings with stakeholders. Assisting the stakeholders in understanding the technical and procedural aspects of the automation project;
- Developing knowledge of data sufficient to tackle projects with increasing complexity in developing and/or testing new reporting and analysis as needed to support the team;
- Confirming testing integration with IVR, imaging and contact center. Confirm integration of the central solutions;
- Documenting technical process and procedures;
- Assisting in the risk and issue identification, resolution, escalation and tracking; and
- Maintaining confidential information in accordance with legal standards and regulations.

Minimum Qualifications:

Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems, or a closely related field and (1) year of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization -OR- Two (2) 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.

TECHNICAL ANALYST II

Reports To:
Technical and Operations Manager, Project IT Manager, Technical Lead
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
This position works within the Technical and Operations team or Technology Office team to ensure that the changes to the CalSAWS application integrate with existing operations for each county.
Responsibilities:

▪ Contributing to design, development and/or review of work products and deliverables including:
  o Technical Architecture Designs input;
  o Service Level Agreement Assessments;
  o Performance Issue Resolution Input;
  o Deliverable Tracking Logs,
  o CalSAWS System Operations and Support Plan (SOSP) Review Results,
  o System Change Request (SCR) Feedback, and
  o Status Reports;
▪ Reviewing and evaluating the Operations Contractor Technical Team operations responsibilities, including Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management and Asset Tracking Management;
▪ Assisting in the analysis and evaluation of the Technical Refresh Plans;
▪ Coordinating with the Operations Contractor and Quality Assurance (QA) contractor Project Managers to verify information and resolve issues;
▪ Reviewing and evaluating technical work products and deliverables for network infrastructure, county site preparation and equipment installation;
▪ Performing the annual inventory of Project capital assets;
▪ Assisting County Help Desk and Technical Staff with Unicenter and System Operation and Support Plan (SOSP) procedures;
▪ Verifying network changes, and evaluating effects on performance of the software;
▪ Provide Project management for Counties when major site moves, site expansions, upgrades and tech refresh projects are required;
▪ Facilitating Technical meetings with stakeholders. Assisting the stakeholders in understanding the technical and procedural aspects of the automation project;
▪ Developing knowledge of data sufficient to tackle projects with increasing complexity in developing and/or testing new reporting and analysis as needed to support the team;
▪ Confirming testing integration with IVR, imaging and contact center. Confirm integration of the central solutions;
▪ Documenting technical process and procedures;
▪ Assisting in the risk and issue identification, resolution, escalation and tracking; and
▪ Maintaining confidential information in accordance with legal standards and regulations.

Minimum Qualifications:

- Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and 2 years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization, as well as leading initiatives. OR- Three (3) years of recent, full-time, paid experience in information systems analysis, design, training, or implementation in a centralized information technology organization/county.
- Have a broad base of technical experience in at least four (4) of the following areas:
    - Network Design / Management
    - Application Design
    - Configuration Management
    - Database Design
    - Maintenance and Operations of a large-scale system
    - Client Server systems
    - Help desk management
- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Ability to use Microsoft Office software;
- Have excellent oral and written communication skills; and
- Be willing to learn application development and testing tools/software.

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.

TECHNICAL ANALYST III

Reports To:
Technical and Operations Manager, Project IT Manager
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
This position is a Lead position and works within the Technical and Operations team to ensure that the changes to the CalSAWS application integrate with existing operations for each county.
Responsibilities:
▪ Contributing to design, development and/or review of work products and deliverables including: o Technical Architecture Designs; o Service Level Agreement Assessments; o Performance Issue Resolution; o CalSAWS Services Plans, o SCRs, and o Status Reports; ▪ Leading the review and evaluation of Contractor responsibilities, including Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management and Asset Tracking Management; ▪ Leading and assisting in the analysis and evaluation of the Technical Refresh Plans; ▪ Coordinating with the Infrastructure Contractor and Quality Assurance (QA) contractor Project Managers to verify information and resolve issues; ▪ Reviewing and evaluating technical work products and deliverables for network infrastructure, county site preparation and equipment installation; ▪ Leading and performing the annual inventory of Project capital assets; ▪ Assisting County Help Desk and Technical Staff Infrastructure procedures; ▪ Verifying network changes, and evaluating effects on performance of the software; ▪ Provide project management for counties when major site moves, site expansions, upgrades and tech refresh projects are required; ▪ Facilitating technical meetings with stakeholders. Assisting the stakeholders in understanding the technical and procedural aspects of the automation project; ▪ Developing knowledge of data sufficient to tackle projects with increasing complexity in developing and/or testing new reporting and analysis as needed to support the team; ▪ Confirming testing integration with IVR, imaging and contact center. Confirming integration of the central solutions; ▪ Documenting technical processes and procedures; ▪ Identifying risks and issues and documenting resolution, escalation and tracking; and ▪ Maintaining confidential information in accordance with legal standards and regulations.
Minimum Qualifications:
▪ Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and 3 years of recent, full-time, paid experience with a

high-level of responsibility (experience of the Technical Analyst II position), leading projects in information systems analysis and design in a centralized information technology organization. OR- Five (5) years of recent, full-time, paid experience in information systems analysis, design, training, or implementation in a centralized information technology organization/county.

- Have a broad base of technical experience in at least four (4) of the following areas:
  - Network Design / Management
  - Application Design
  - Configuration Management
  - Database Design
  - Maintenance and Operations of a large-scale system
  - Client Server systems
  - Help desk management
- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Ability to use Microsoft Office software;
- Have excellent oral and written communication skills; and
- Be willing to learn application development and testing tools/software.

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.

SECURITY ANALYST I

Reports To:
Security Operations Manager, Information Services Security Officer, Chief Information Security Officer, Lead
Classifications Directly Supervises:
None
About the Assignment:
The Security Analyst I works within the Security Operations or Information Security team to provide a range of information systems analysis.
Responsibilities:
▪ Coordinating with the Quality Assurance (QA) Contractor to verify information, resolve issues, etc.; ▪ Evaluating and monitoring compliance with Service or Operational Level Agreements: ▪ Preparing or reviewing workstation performance reports ▪ Reviewing help desk and service desk operations; ▪ Monitoring Batch operations (daily and monthly); ▪ Monitoring third-party software ▪ Being the technical liaison to the State, County, and QA entities; ▪ Reviewing and evaluating technical work products and deliverables as appropriate; ▪ Monitoring and evaluating security and compliance aspects of the network, software, and hardware components of the overall system design as a result of changes to the system; ▪ Assisting in the analysis and evaluation of high-level security requirements; ▪ Assisting in the analysis and evaluation of cloud resources for security compliance; ▪ Assisting in the analysis and evaluation of hardware and software upgrades for security compliance; ▪ Ensuring adherence to the process and procedures within the CalSAWS Services Plans; ▪ Reviewing and analyzing Technical System Change Requests (SCRs) and Technical Budget Change Requests (TBCRs); ▪ Coordinating with third-party auditors related to National Institute of Standards and Technology (NIST), System and Organization Controls (SOC) 1, SOC 2, and Pen Testing ▪ Attending project and status meetings as required; ▪ Identifying, documenting, resolving, and/or escalating issues to the appropriate level; and ▪ Maintaining confidential information in accordance with legal standards and regulations
Minimum Qualifications:
▪ Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and (1) year of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization - OR- Two (2) years of recent, full-time, paid experience in information systems security operations in a centralized information technology organization/county. ▪ Have a broad base of technical experience in at least four (4) of the following areas: o Network Design / Management o Application Design

- Configuration Management
- Database Design
- Maintenance and Operations of a large-scale system
- Client Server systems
- Help desk management

- Be familiar with NIST and SOC standards
- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Ability to use Microsoft Office software;
- Have excellent oral and written communication skills; and
- Be willing to learn Governance, Risk and Compliance software tools.

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.

SECURITY ANALYST II

Reports To:
Security Operations Manager, Information Services Security Officer, Chief Information Security Officer, Lead
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
The Security Analyst II works within the Security Operations or Information Security team to provide a range of information systems analysis.
Responsibilities:

▪ Contributing to design, development and/or review of work products and deliverables including:
  o Technical Architecture Designs;
  o Service Level Agreement Assessments;
  o Performance Issue Resolution;
  o CalSAWS Services Plans,
  o System Change Requests (SCRs), and
  o Status Reports;
▪ Reviewing and evaluating the Infrastructure Team operations responsibilities, including Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management and Asset Tracking Management;
▪ Leading the analysis and evaluation of high-level security requirements;
▪ Leading the analysis and evaluation of cloud resources for security compliance;
▪ Leading the analysis and evaluation of hardware and software upgrades for security compliance;
▪ Coordinating with the Infrastructure Contractor and Quality Assurance (QA) contractor Project Managers to verify information and resolve issues;
▪ Reviewing and evaluating technical work products and deliverables for compliance to security standards;
▪ Assisting County Help Desk and Technical Staff Services and Security Plan procedures;
▪ Facilitating third-party audits related to National Institute of Standards and Technology (NIST), System and Organization Controls (SOC) 1, SOC 2, and Pen Testing
▪ Facilitating meetings with stakeholders.
▪ Developing knowledge of data sufficient to tackle projects with increasing complexity in developing and/or testing new reporting and analysis as needed to support the team;
▪ Documenting technical, security, and privacy processes and procedures;
▪ Identifying, documenting, resolving, and/or escalating issues to the appropriate level; and
▪ Maintaining confidential information in accordance with legal standards and regulations.

Minimum Qualifications:
▪ Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and Two (2) years of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization, as well as leading initiatives. OR- Three (3) years of recent, full-time, paid experience in information systems security operations in a centralized information technology organization/county.

- Have a broad base of technical experience in at least four (4) of the following areas:
    - Network Design / Management
    - Application Design
    - Configuration Management
    - Database Design
    - Maintenance and Operations of a large-scale system
    - Client Server systems
    - Help desk management
- Be familiar with NIST and SOC standards
- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Able to use Microsoft Office software;
- Have excellent oral and written communication skills; and
- Have experience with Governance, Risk and Compliance software tools.

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.

SECURITY ANALYST III

Reports To:

Security Operations Manager, Information Services Security Officer, Chief Information Security Officer

Classifications Directly Supervises:

Analysts as designated

About the Assignment:

The Security Analyst III works within the Security Operations or Information Security team to provide a range of information systems analysis.

Responsibilities:

- Overseeing and contributing to design, development and/or review of work products and deliverables including:
  - Technical Architecture Designs;
  - Service Level Agreement Assessments;
  - Performance Issue Resolution;
  - CalSAWS Services Plans,
  - System Change Requests (SCRs), and
  - Status Reports;
- Reviewing and evaluating the Infrastructure Team operations responsibilities, including Capacity Planning, Platform Management, Configuration Management, Security Management, Reporting Management and Asset Tracking Management;
- Leading the analysis and evaluation of high-level security requirements;
- Leading the analysis and evaluation of cloud resources for security compliance;
- Leading the analysis and evaluation of hardware and software upgrades for security compliance;
- Coordinating with the Infrastructure Contractor and Quality Assurance (QA) contractor Project Managers to verify information and resolve issues;
- Leading the review and evaluation of technical work products and deliverables for compliance to security standards;
- Assisting County Help Desk and Technical Staff Services and Security Plan procedures;
- Leading and facilitating third-party audits related to National Institute of Standards and Technology (NIST), System and Organization Controls (SOC) 1, SOC 2, and Pen Testing
- Facilitating meetings with stakeholders.
- Developing knowledge of data sufficient to tackle projects with increasing complexity in developing and/or testing new reporting and analysis as needed to support the team;
- Documenting technical, security, and privacy processes and procedures;
- Identifying, documenting, resolving, and/or escalating issues to the appropriate level; and
- Maintaining confidential information in accordance with legal standards and regulations.

Minimum Qualifications:

- Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and Three (3) years of recent, full-time, paid experience with a high-level of responsibility (experience of the Security Analyst II position), leading projects in information systems analysis and design in a centralized information technology organization.

OR- Five (5) years of recent, full-time, paid experience in information systems security operations in a centralized information technology organization/county.

- Have a broad base of technical experience in at least four (4) of the following areas:
  - Network Design / Management
  - Application Design
  - Configuration Management
  - Database Design
  - Maintenance and Operations of a large-scale system
  - Client Server systems
  - Familiarity with several legacy systems to be converted
  - Help desk management
- Be familiar with NIST and SOC standards
- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Able to use Microsoft Office software;
- Have excellent oral and written communication skills; and
- Have experience using Governance, Risk and Compliance software tools.

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.

CLOUD ANALYST

Reports To:
Technical and Operations Manager
Classifications Directly Supervises:
Analysts as designated
About the Assignment:
The Cloud Analyst position requires the application of significant technical knowledge and analytical skills necessary to design or develop information systems solutions in complex problem areas. Incumbents understand and able to apply advanced principles, concepts, and methods of analysis and design. The Cloud Analyst works on one or more major systems, which are characterized by their critical nature, size, application, or technical complexity. This position performs highly specialized and complex information systems analysis and design tasks, and provides technical leadership in IT strategic planning, business automation planning, business process improvement and application development. Acts as a lead or technical consultant for complex systems development projects and may supervise lower level Information Systems Analysts and other technical staff. The Technical and Operations team provides administration of the consortium systems, including centrally managed ancillaries and internal tools, monitors system performance, Service Level Agreements (SLAs) and security as well as ad hoc reporting and data request.
Responsibilities:
▪ Contribute to design, development and/or review of work products and deliverables including: o Service Level Agreement Assessments; o Performance Issue Resolution Input; o Technical Architecture Design Input; o Status Reports; ▪ Overseeing in the development and maintenance of technical & architectural documentation for the cloud; ▪ Maintaining strong partnerships with system vendors to ensure best value for the organization; Manage the system integrator & cloud vendor's ongoing development & operations; ▪ Communicating all changes, outages and any other cloud system impacts to Information Services Security Officer and end users; ▪ Ensuring the architectural principles are aligned with CalSAWS business objectives; ▪ Ensuring that all documents are stored in a highly secure environment; ▪ Provides input on the management of the cloud infrastructure to support 24/7 operations; ▪ Performing UAT testing as necessary; and ▪ Providing web-based, in-person and classroom training to disseminate features and best practices of cloud systems to end users as needed.
Minimum Qualifications:
▪ Have a bachelor's degree in Computer Science, Information Systems, or a closely related field from an accredited college or university and 3 years of recent, full-time, paid experience with a high-level of responsibility (experience of the Technical Analyst II position), leading projects in information systems analysis and design in a centralized information technology organization. ▪ Have a broad base of technical experience in at least four (4) of the following areas: o Network Design / Management

- Application Design
- Configuration Management
- Database Design
- Maintenance and Operations of a large-scale system
- Client Server systems
- Help desk management

- Have experience coordinating, collaborating, and/or negotiating with a wide variety of staff;
- Exhibit detailed analysis and prioritization capabilities;
- Exhibit sound judgment, flexibility, and responsiveness;
- Ability to use Microsoft Office software;
- Have excellent oral and written communication skills; and
- Be willing to learn application development and testing tools/software.

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.

REGIONAL MANAGER

Reports To:
Customer Engagement Manager
Classifications Directly Supervises:
Leads, Analysts
About the Assignment:
This position acts as a liaison between the CalSAWS project and the counties. Regional Managers are a key management point of contact between the Consortium and the counties, providing county-specific information to the project and communicating project information to the Counties. Regional Managers track and communicate status of counties' activities, communicate issues that impact the counties and assist in the resolution process, assist the counties to improve program performance through implementation of system best practices supporting organizational change management activities and training needed for the CalSAWS implementation and overseeing the implementation of the CalSAWS governance process within the region. Incumbents in this position provide a full-range of administrative functions. Incumbents must possess good oral and written communication skills to communicate information and opportunities related to counties' activities.
Responsibilities:
▪ Contributing to design, development and/or review of work products and deliverables including: o Regional Status Reports; o System Change Requests; o Change Control Board Decisions; o Release Packages Input; o Go/No Go Decisions; o Deliverable Review Comments; o Information Transmittals; and o Requests for Information. ▪ Supporting counties in attainment of strategic priorities, both county-specific and Consortium as established by the Consortium; ▪ Briefing County Directors regarding project status, issues, agenda and action items, understanding new policy and communicating county impact ensuring that County contacts have the resources to understand project plans, implications of proposals or system changes and expectations; ▪ Facilitating communication between the counties and Project about upcoming activities, functionality, issues which need resolution, reviewing Information Transmittals, and Request for Information prior to distribution to counties; ▪ Reviewing all work products and deliverables prepared by the DD&I Vendor, assist the counties to improve program performance through implementation of system best practices; ▪ Supporting organization change management activities and training needed for implementation; ▪ Overseeing the implementation of the governance process within the region; ▪ Attending Change Control Board (CCB) meeting as a decision-maker; ▪ Facilitating county adaptation to new features, releases, programs, and projects, providing orientation to new county Primary Point of Contacts (PPOCs) including process to communicate Project information across the represented counties;

- Actively engaging in the Project Steering Committee (PSC), ensuring the PSC members are briefed and prepared to make informed decisions, coordinating with the PSC member to staff CalACES Committees and Workgroups or replacements with personnel from the respective Region to serve as needed;
- Acting as the first escalation point for Regional Committee/Workgroup Members (RCM/WM) and county PPOCs to resolve issues;
- Facilitating county enhancement request process by identifying, documenting, resolving, and/or escalating risks/issues to the appropriate level; and
- Visiting counties on a regular basis and at the request of the county, and actively participating in Project meetings, as well as facilitating and arranging regional and County Meetings.

Minimum Qualifications:

Five (5) years of progressively responsible, full-time, paid experience in a centralized Information Technology organization performing information systems analysis and design for complex systems

-OR –

Two (2) years of experience, within the last three years at a level similar to a Senior Information Systems Analyst or Human Services Administrator I.

-OR-

Five years of experience performing analytical assignments, two years of which must have been at the level of a journey-level analyst or higher, within one or more of the following administrative fields: human resources, budget, finance, contracts, program/policy analyst or another closely related administrative field.

Candidates in 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, management and leadership abilities; and
- Demonstrated ability to lead a team through various project stages.
- Incumbents must possess good oral and written communication skills for developing technical and user documentation

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.

TRAINING/IMPLEMENTATION COORDINATOR

Reports To:
Policy Design Manager
Classifications Directly Supervises:
None
About the Assignment:
As part of the Policy Design team, the Training/Implementation Coordinators guide counties through the organizational transformation to a statewide system and consortium. These roles address 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 training/implementation support for counties both before and after go-live.
Responsibilities:

Responsibilities for TRAINING COORDINATOR:
▪ Contributing to design, development and/or review of work products and deliverables including:
  o Needs assessment;
  o Curriculum development;
  o Schedule coordination;
▪ Conducting training;
▪ Providing coaching; and
▪ Measuring the effectiveness of the training program.
▪ Working with the Application Development and Test teams in support of the development, implementation and delivery of training;
▪ Performing analysis to help resolve application problems.
 	
Responsibilities for IMPLEMENTATION COORDINATOR:
▪ To design, development and/or review of work products and deliverables including:
  o Implementation Communications;
  o 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.

Minimum Qualifications:
Graduation from an accredited college or university with a bachelor's degree in Computer Science, Information Systems, or a closely related field and (1) year of recent, full-time, paid experience in information systems analysis and design in a centralized information technology organization -OR- One (1) year of experience at the level of Information Systems Analyst I -OR- Two (2) 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.

OFFICE ASSISTANT

Reports To:

CalSAWS Executive Assistant

Classifications Directly Supervises:

None

About the Assignment:

The Office Assistant provides administrative support to the CalSAWS leadership team, under direction from the CalSAWS Executive Assistant.

Responsibilities:

- Preparing routine correspondence with general direction from the CalSAWS Executive Assistant and maintaining relevant correspondence files.
- Organizing and scheduling meetings and appointments; coordinating executive calendars.
- Answering questions from internal and external customers, explaining general policies and procedures, providing routine information.
- Production of agendas and supporting meeting materials; checking materials for completeness, grammar, punctuation, spelling, accuracy, and format.
- Implementing approved office workflows and resolving routine administrative issues.
- Making travel arrangements; and preparing travel expense reimbursement claims as required.
- Providing a wide range of clerical support to the CalSAWS leadership, including word processing, templates, spreadsheets, facsimiles, mailings, copying, and filing.
- Traveling throughout the state as required.
- Performing other duties as assigned.

Minimum Qualifications:

- Have six (6) months of secretarial experience in support of management or administrative positions, including experience in calendaring, scheduling meetings, composing correspondence, maintaining files and records, preparing agendas, and taking and transcribing minutes.
- Experience with contract administration or fiscal recordkeeping is desirable.

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.

Exhibit B: Job and Service Descriptions
Part 2: Other Services Descriptions

CLOUD ARCHITECT CONSULTANT

Primary Contact
CalSAWS Executive Director

Responsibilities

In support of the State's long-term strategy to implement a single state-wide solution, planning efforts will begin for the CalWIN migration to CalSAWS. As part of the CalSAWS Migration Planning effort, a Proof of Concept (PoC) of the Amazon Web Services (AWS) cloud solution will be conducted to host a copy of the LEADER Replacement System (LRS).

The Cloud Architect Consultant's key activities will include:

- Providing the consortia with cloud engineering expertise in reviewing the technical and architectural designs of the Systems Integrator
- Managing the system integrator and cloud vendor's day-to-day activities associated with implementation of the cloud strategy, and ensuring the architectural principles are aligned with CalSAWS business objectives
- Overseeing the technical team for participation in problem-solving and root cause analysis efforts
- Providing status updates to county and State stakeholders, and managing issues and risks
- Providing input on the design of cloud infrastructure to support 24x7 operations
- Ensuring SLAs (ex: Response Times, Availability, etc.) are being met
- Providing status report(s) and presentation materials as needed
- Providing review and comments on deliverables (e.g. development, design, security, test, disaster recovery, and implementation plans)

GOVERNANCE CONSULTANT

Primary Contact
CalSAWS Executive Director

Responsibilities

Provide consulting services In support of the State's ongoing implementation of a state-wide automated welfare system. Support will include data analysis, mapping and conversion, and governance planning. As requested, the Governance Consultant will attend CalSAWS Board meetings, CalSAWS Planning and other meetings, either in person or via conference call.

The Governance Consultant will lead the following tasks:

- Analyze Data Center Consolidation and Cloud options
- Analyze Application Maintenance Options
- Analyze M&O Organization and Staffing Options
- Assess impacts of early termination of existing agreements
- Determine Procurement approach
- Determine key contract terms and SLAs
- Analyze Business Intelligence Options
- Analyze Data Analytics Options

POLICY MANAGENT CONSULTANT

Primary Contact
CalSAWS Executive Director

Responsibilities

Provide consulting services managing sensitive research and collection of data for the purpose of identify quality and relevant information used to manage and implement sound policies as they relate to CalSAWS operations.

- Plans, organizes, manages, integrates, and evaluates the work of a division/section with subordinate supervisors and/or staff including full administrative and technical support.
- Develops and directs the implementation of operational plans to support the County's department's business goals.
- Evaluate current and anticipated Information Technology requirements and develop and negotiate service level agreements and to ensure their attainment.
- Coordinates information systems activities with other divisions/sections or County departments to optimize use of existing hardware and software and leverage design of new systems.
- 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.
- Manages, directs and evaluates the work of staff providing data center operations and support of hardware, software and other technology support functions.

PROCUREMENT CONSULTANT

Primary Contact
CalSAWS Executive Director

Responsibilities

In support of CalSAWS procurement efforts, the Procurement will provide the following procurement related activities. Activities will be performed both remotely and onsite:

- Prepare detailed schedules associated with procurements and document tasks, start and finish dates and task dependencies in procurement work plans
- Document business and price proposal structures, technical and other content requirements with input from appropriate Consortium management staff and subject matter experts
- Document proposal evaluation methodology, evaluation criteria and weighting scenarios
- Prepare RFPs to include requirements, proposal structure requirements, statements of work, evaluation methodology and weighting and scoring criteria
- Coordinate document preparation with Consortium legal counsel as appropriate to include draft contracts and meet other legal guidelines
- Develop Proposal Evaluation Guides for each RFP, including detailed schedules and time commitments for the Evaluation Teams, and all supporting evaluation materials, forms and scoring worksheets
- Prepare for and conduct training for evaluators
- Plan for and conduct procurement tasks, including bidder conferences, answering questions, preparing amendments
- Prepare and present formal Vendor Selection Reports which compile and consolidate evaluator scoring results
- Prepare a range of reports, documentation and updates to support procurement and/or related project efforts
- Document and communicate issues and risks and corresponding solutions and mitigation approaches associated with project activities
- As needed, prepare for and/or participate in CalSAWS meetings, either in person or via webcast or conference call

INFORMATION SECURITY CONSULTANT

Primary Contact
CalSAWS Technical and Operations Director

About the Assignment

Provide a range of consulting activities and expertise regarding information technology security standards and best practices to ensure information assets and technologies are adequately protected for all 58 counties in the state of California. The consultant will assist in developing and implementing processes across the enterprise to reduce information and information technology risks, including sub-systems such as the statewide public facing portal, mobile applications, contact centers, and rules engines supported by multiple vendors exchanging information with the enterprise solution and the general public.

Responsibilities

The assignment has two primary areas of responsibility:

Information Security Consultant

The Consultant will respond to security incidents, establish appropriate security standards and controls, implement security technologies, and advise on the establishment, implementation, enforcement and monitoring of security related policies and procedures.

Information Privacy Consultant

The Consultant in general performs a similar role as the Information Security Consultant but with an emphasis on the protection of Identifying Personal Information (PII). Specific responsibilities of this assignment include but are not limited to:

- Design and coordinate CalSAWS's privacy strategy and programs
- Establish and promulgate privacy policies and procedures
- Coordinate with the Chief Information Security Officer and other stakeholders to ensure alignment between security and privacy practices
- Conduct risk analyses and develop metrics to assess performance of privacy programs in support of maintaining best practices.
- Facilitate training and communication of privacy matters across the Consortium
- Ensures that appropriate documents are maintained in support of the privacy policy.
- Ensure that technologies sustain and do not erode privacy protections relating to the use, collection, storage, and disclosure of personal information (PII)

TECHNICAL SECURITY CONSULTANT

Primary Contact

CalSAWS Technical and Operations Director

About the Assignment

Provide a range of consulting activities and expertise regarding the design, development and/or review of work products and deliverables relating to the technical and secured deployment of the CalSAWS system. These consulting activities include but are not limited to the following:

- Technical Architecture Design input including review and evaluation of Technical Operations and Refresh plans;
- Documentation of technical process and procedures;
- Evaluation of technical products and deliverables related to network infrastructure, county site preparation, and equipment installation;
- Verifying network changes, and evaluating effects on performance of the software;
- Performance Issue Resolution Input;
- Deliverable Tracking Logs;
- CalSAWS System Operations and Support Plan (SOSP) Review Results;
- System Change Request (SCR) Feedback, and Status Reports.

CONVERSION CONSULTANT

Primary Contact
CalSAWS Technical and Operations Director

About the Assignment

Provide a range of consulting activities and expertise for the design, development and review of conversion readiness work products and deliverables including but not limited to:

- Conversion Results Report;
- CalACES Master Conversion Plan; and
- CalWIN/CalSAWS Master Conversion Plan.

BUSINESS CONSULTANT

Primary Contact

CalSAWS-CalWIN Executive Director

About the Assignment

Provide a range of consulting activities and expertise regarding information systems analysis and design standards and best practices to support the activities of the System Development Lifecycle, including requirements analysis, design specifications, test and implement programs for a complete system or a component or module of a large complex system information assets and technologies. The consultant will support the development, implementation and maintenance of CalSAWS, define and analyzes requirements and business functions, design functional systems specifications and test and coordinates the implementation of new application systems and/or revisions to existing systems.

EXHIBIT C: RGS Consulting and HR Services

Upon request from CalSAWS, RGS may assign an RGS employee or employees to provide services on an as needed basis, with hourly billing for services provided. Services may be within any of the RGS service areas, including but not limited to Training, Organizational Development, and Recruitment and Selection services as described below. Advisors providing such services shall:

- Be reasonably available to perform the services during the normal work week.
- Meet regularly and as often as necessary for the purpose of consulting about the scope of work performed with the appropriate Agency project manager and with the RGS lead.

The RGS Recruitment Team currently provides partner agencies with comprehensive recruitment, selection, and pre-employment processing services for all types of agency jobs. Services are billed to the partner agency on an actual hours basis, and include:

Process Management
A single team member is assigned as the partner agency's point of contact, and works collaboratively with the partner agency to:

- Establish hiring process timeline, and qualitative/quantitative hiring goals.
- Develop an application screening plan, including development of focused questions to ensure applicants all respond to identified initial screening criteria.
- Identify effective advertising placement and outreach activity.
- Develop a job bulletin for online posting and/or hard copy distribution.
- Coordinate with partner agency website administrator to ensure effective placement of recruitment and employment-related information on partner agency website.
- Provide comprehensive records documenting the selection process.
- Prepare and deliver all communications to all candidates.

Recruitment Activity

- Post materials in online application system (either RGS' CalOpps account, or partner agency's system).
- Post recruitment materials on partner agency's website.
- Place advertising using a variety of media and deliver email or other social media outreach.

Selection Process

- Conduct initial application/resume screens for required qualifications, and other identified criteria.
- Create a "Qualified and/or Most Qualified" group(s) for partner agency review.
- Prepare all selection interview materials, including schedules, interview questions, rating forms, rater and candidate guides.

- Arrange interview logistics and proctor interviews, including sourcing and scheduling qualified interview panelists (raters), providing all rater paperwork and supplies, arranging hospitality as agreed for interview panel and candidates.

As agreed with partner agency, may develop and administer skills testing selection processes such as written exams, role plays, performance exercises, software skills application, etc.

Other Pre-Employment Screening Processes As Needed

- Conduct reference checks.
- Arrange for medical and/or psychological exams.
- Arrange for background and court records check services.
- Arrange for fingerprinting
- Manage onboarding process, including employment terms and conditions documentation, benefit enrollments, new hire orientation, payroll setup, and compliance with all legally-required hiring processes.

Guiding Principles

The RGS Recruitment Team operates according to the principles and best practices of merit selection based on objective assessment of job-related qualifications; and complies with all local, state, and federal anti-discrimination and equal opportunity guidelines. We collaborate with our partner agencies to achieve selection of high-quality employees in a timely and cost-effective manner. The team is committed to inclusive processes, and to developing workforce diversity through consideration of the widest possible range of qualified candidates. RGS exercises creativity and skill in our approach to identifying and assessing critical job-related skills.

The RGS Recruitment Team

Led by Kay Randolph-Pollard, Senior HR Advisor, the RGS recruitment team is is designed for a mix of recruitment and selection experience, as well as project management, interpersonal, technology, and communication skills. RGS' goal is to assign work to an appropriate level of qualified staff to provide effective pricing to partner agencies, and the team accordingly contains a balanced mix of analyst-level problem solvers, and technically-focused production personnel.

Onboarding Services

These services may be provided by either Recruitment Team members, or members of RGS' HR Management Team, depending on partner agency needs and staff availability.

Hourly rates for assigned RGS Advisor/Consultants can be found in Exhibit A, Table 1.