



Classification: **Information Technology Specialist I**

Title: **ITSD Change Management Lead**

Posted: January 2, 2019

Permanent, Full-Time

Range A: \$5,118.00 - \$6,859.00

Range B: \$5,628.00 - \$7,543.00

Range C: \$6,179.00 - \$8,280.00

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

Not Your Average IT Shop

The Change Management Lead is a member of the Information Technology Services Division (ITSD) Management Team comprised of highly motivated, collaborative professionals. We are searching for a self-starter, creative thinker, and leader with a positive attitude to join our team. Our focus is on providing excellent customer service. We strive to hire the best and brightest staff. We coach, mentor and guide them to become the best they can be.

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the ITSD Management Team might be the right fit for you.

About the System you'll support

The Grant Delivery System is comprised of 17 "applications", the oldest of which was developed 30 years ago. The IT Change Management Lead, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently taking part in the State's new IT project approval process (PAL). Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system. The IT Change Management Lead will be a big part of the project team!

Highlights of the Job

- Work closely with Executive Management, Business and IT entities to advise and support IT Change Management activities
- Facilitate and chair all CAB and ECAB meetings
- Responsible for analysis and analytics associated with IT Change Management
- Interact with diverse technical and non-technical groups, spanning all organizational levels both internal and external to CSAC
- Develop, implement and manage IT Change Management processes, procedures and policy
- Support management of contractors, evaluating and monitoring performance and deliverables
- Manage multiple projects with competing priorities simultaneously.
- Identify metrics and drive initiatives to improve the quality of ITSD services and CSAC IT Change Management Program

- Be a contributing member of the project team on the Grant Delivery Modernization Project, which replaces the existing legacy system.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx>

Preferred Qualifications

- Expert in ITSM and Change Management
- Expert in project management
- ITIL Certified
- PMP Certified
- ITIL Certified
- Experience using Agile methodology
- Agile Certified
- Expert in process/procedure/policy
- Comprehensive understanding of Release Management and Planning
- Experience in software development projects involving web services and web applications
- Knowledge and experience with Oracle PL/SQL, ASP.Net, XML, and XSL
- Ability to quickly grasp complex technologies and concepts
- Understanding of technical architectures
- Strong understanding of technical development environments
- Strong understanding of software development methodologies
- “Hands-on” and detail oriented
- Experience writing and communicating technical information
- Strong writing, communication, analytical and organizational skills
- Strong organizational and time management skills
- A willingness to learn new things and embrace change
- An ability to perform well under pressure on time-sensitive and high priority projects

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in an Information Technology Specialist I position. Other methods of appointments will be considered, including Training & Development (T&D) Assignments. Applications will be screened and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

Statement of Qualifications

Candidates are required to submit a Statement of Qualifications (SOQ). The SOQ is a narrative discussion of how the candidates' education, training, experience, and skills qualify them for the position. The SOQ should be typed and no more than two pages in length. Applications received without an SOQ will be rejected. Please clearly state which document is the SOQ. A résumé is not considered an SOQ.

Please respond to the following Statement of Qualification questions:

- 1. Describe your experience and education which qualifies you for the CSAC IT Change Management Lead position.**
- 2. Describe processes you have implemented to facilitate, manage and lead an IT change management program.**
- 3. Describe your leadership approach.**
- 4. Describe your negotiation skills and provide an example where you had to utilize these skills.**

How to Apply/Final Filing Date

Please reference **RPA #18-039, JC-139879, Position #270-701-1402-XXX, Information Technology Specialist I**, in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Electronic submission of applications and résumés, through your CalCareer account at www.jobs.ca.gov, is preferred and will be accepted **Until Filled**. If you need assistance with the electronic application process, please contact the Personnel Office by email at Personnel@csac.ca.gov.

You may also submit your application and résumé by mail or in person to:

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attn: HR-Recruitment

CA Student Aid Commission
11040 White Rock Rd.
Rancho Cordova, CA 95670
Attn: HR-Recruitment

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Information Technology Specialist I
Working Title:	IT Change Management Program Lead
Position Number:	270-701-1402-XXX
Location:	11040 White Rock Road Rancho Cordova, CA
License/Other Requirement:	N/A
Date Prepared:	December 11, 2018
Effective Date:	TBD

Function: *(Summary of Responsibilities)*

- | | |
|--|---|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> Information Technology Project Management |
| <input checked="" type="checkbox"/> Client Services | <input type="checkbox"/> Software Engineering |
| <input type="checkbox"/> Information Security Engineering | <input type="checkbox"/> System Engineering |

The mission of the CSAC IT Operations Branch, IT Service Management Section with regards to the CSAC IT Change Management Program is to implement changes in the most efficient manner, while minimizing the negative impact on customers when changes are implemented.

Reporting Relationships:

Reports directly to the Information Technology Supervisor II over the IT Service Management Section.

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- *Exists to perform the function*
- *Limited numbers of employees available to perform function*
- *Highly specialized function*
- *Removal of function would fundamentally alter the job*
- *Must be able to perform with or without reasonable accommodation*

45% Responsible for leading and management of the CSAC IT Change Management Program which includes CSAC Change Control Board (CCB)/Change Advisory Board (CAB) management. Responsible for ensuring the changes to technology systems are communicated well and managed in a rational, standard and predictable manner.

Responsible for leading the establishment and management of the CSAC IT change management program, providing guidance and recommendations regarding system/application configuration change proposals for compliance to established guidelines, standards, policies and procedures.

Reviews all outstanding Requests for Change (RFC).

Responsible for working closely and collaboratively with CSAC IT Release Management Lead.

Lead facilitation efforts for assessment of potential change impacts. Responsible for management of change related metrics, reports, presentations, meetings, documentation, communication and tools. Conducts analysis of change records to determine trends).

Lead and facilitate all change management associated meetings (CCB, CRAM, etc.)
Lead the change release scheduling and coordination. Educate and train the enterprise on change management and change control processes.

Responsible for ensuring all proposed changes are evaluated for benefits and risks, and that all impacts are considered.

Responsible for prioritizing changes so that limited resources are allocated to those changes that produce the greatest benefit based on the business need.

Responsible for updating ServiceNow with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality.

Responsible for requiring that all changes are thoroughly tested, and that each deployment includes a back-out plan to restore the state of the environment if the deployment fails. Liaises with all necessary parties to coordinate change building, testing and implementation in line with established schedules. Reviews all implemented changes to ensure that they have met their objectives; refers any that have been backed out or have failed.

Responsible for ensuring that ServiceNow is updated to reflect the effect of any changes.

Responsible for making the change management process/program more efficient and effective.

Responsible for closing RFCs.

25% Act in a support capacity as a backup lead to the Release Planning and Management Lead within the IT Service Management Section and the ITSD.

Act in a support capacity regarding CSAC IT Risk Management Program and IT Technical Requirements management within the IT Service Management Section and the ITSD.

Provides leadership support for IT Project Management within the IT Service Management Section and the ITSD.

20% Responsible for delivery of stellar customer service. Responsible for ensuring team delivery of stellar customer service. Understand and utilize effective customer relationship management principles, policies, processes and procedures. At all times, ensure customer service and customer relations are priority. Assist in establishing and employ processes and procedures that support effective and efficient customer services and support. Assist in training staff on effective customer service techniques and best practices.

Support the development and growth of information technology service management in the ITS Division using the Information Technology Infrastructure Library (ITIL) framework to improve the delivery of services and information to our internal and external stakeholders. Identify and develop continuous process improvement initiatives. Actively contribute to the development and administration of Enterprise Services projects, policies, procedures and standards.

Responsible for developing efficient and effective policies, processes, procedures and communications to support a foundational enterprise services program that assists in ensuring successful completion of all enterprise projects, governance, change management and production support programs/projects/efforts.

Actively facilitates cross-functional workgroups/teams to effectively meet the goals and objectives in support of the CSAC mission. Ensure effective communication and collaboration among teams and ensure processes and procedures are established which support this effort. Responsible for providing presentations, executive summaries and meeting management to CSAC Executive Management as needed. Responsible for forward thinking and future planning to effectively establish accurate activities and tasks to meet future program expectations.

Responsible for working independently to create complex documents, letters, emails, memos and other correspondence in order to communicate with other department staff, other state agencies and/or general public using correct grammar, spelling and syntax. Conduct comprehensive research and analysis to support reports, project summaries, proposed legislation reviews to comply with legislative mandates, complete assigned work and help ensure CSAC meets its goals and/or fulfills its mission. Must communicate technical concepts to non-technical audiences. Responsible for development and delivery of a variety of presentations to various audiences.

Non-Essential Functions:

- *Secondary to essential functions*
- *Function is a minimal part of the job*
- *Make up remaining duties of the position*
- *Can be absorbed by another staff person*

10% Other Duties as Required

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act

V. Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

VI. Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations.

VII. Attendance:

Must maintain regular and consistent attendance.

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the HR Office).

Professional Conduct: As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.