

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, 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), and sexual orientation.

DEPARTMENT	Financial Information System for California (FI\$Cal)	DIVISION	Business Operation and Solutions Division, On-Site Support Office, Incident Reporting Unit
CLASSIFICATION	Staff Services Manager I	POSITION NUMBER(S)	333-400-4800-XXX
TENURE/TIME BASE CBID	Permanent/Full-time R01	SALARY RANGE	\$5,689.00 - \$7,068.00 Per Month
RELEASE DATE	July 28, 2017	FINAL FILING DATE	August 11, 2017

DOING WHAT IS BEST FOR THE FUTURE OF CALIFORNIA'S FINANCIAL ENTERPRISE!

Looking for a change? Do you want to make a real difference? Join the team responsible for changing financial management in the State of California.

The Financial Information System for California (FI\$Cal) is a historic partnership of the Department of Finance, the State Treasurer's Office, the State Controller's Office, and the Department of General Services — to transform the existing budgeting, accounting, procurement, and cash management systems to optimize the financial business management of the State. FI\$Cal will allow the State to operate as a single enterprise for the first time in history.

Join FI\$Cal. With a passion for implementing change and vision for enterprise-wide thinking, you will take a leading role in achieving our goal to bring enterprise resource planning tools and statewide process improvement to the State of California.

FI\$Cal IS SEEKING MOTIVATED CANDIDATES WITH THE FOLLOWING CHARACTERISTICS:

- ✦ Ability to exercise a high degree of initiative, independence of action, and originality;
- ✦ Ability to learn rapidly, follow directions, and communicate effectively with others;
- ✦ Ability to work unscheduled excess hours if needed to achieve Project goals;
- ✦ Ability to maintain regular, consistent, and predictable attendance.

Candidates must also:

- ✦ Demonstrate good judgment, tact, initiative, and diplomacy;
- ✦ Be highly adaptable – and have the ability to adjust to multiple, changing priorities requiring quick turnaround;
- ✦ Be able to work in a matrix team environment, collaboratively and cooperatively with staff from multiple departments and agencies, and numerous vendors.

DUTIES: Under the direction of the Accounting Administrator II (Supervisor) in the Business Operations & Solution Division (BOSD) / On-Site Support Office (OSSO), the Staff Services Manager I supervises the Incident Resolution Unit (IRU) for the OSSO Accounting Section. The incumbent will oversee the FI\$Cal system incident resolution support processes, manage and coordinate urgent and complicated support issues, and act as an escalation point for all requests and incidents. The incumbent

will proactively identify and evaluate incidents to determine root causes while escalating risk areas to mitigate their impact.

In collaboration with other work units and business partners, the incumbent will develop an effective and workable framework for managing and improving FI\$Cal system support and user experience. The incumbent is required to have an extensive knowledge of the State of California's business processes and a strong understanding of the ERP system implementation processes.

WHO MAY APPLY: Current State employees at the Staff Serves Manager I level, those within transfer range, or individuals who have list eligibility.

HOW TO APPLY: All interested candidates must submit a State Application (Std. 678, Rev. 10/2013). **Application must be completed fully, including "to" and "from" employment dates (m/d/y), hours per week and prior employer contact information including contact number. In addition, please write "RPA # F17-006 / Position # 333-400-4800-XXX" in the "Examinations or Job Title" section on your application and indicate the basis of your eligibility in the job title section (i.e. Training and Development, List Eligibility, Lateral Transfer, etc.). Applications without this information may be rejected.** Please do **not** include page 5 (Equal Employment Opportunity questionnaire) of the State Application. For more information, visit the [official bulletin](#).

ADDITIONAL REQUIREMENT: Please submit a Statement of Qualifications (SOQ), which will be considered in addition to your application for this position. Responses should be no longer than two pages, single-spaced and in 12 point Arial font. Application packages received without the required SOQ will not be considered.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

This position is designated under the FI\$Cal Conflict of Interest Code (Form 700) Policy.

APPLICATIONS SUBMITTED VIA EMAIL OR FACSIMILE WILL NOT BE ACCEPTED.

LOCATION OF WORK: Positions are located at FI\$Cal Project headquarters, 2000 Evergreen Street, Sacramento, CA, 95815. This location has **free parking!**

SEND APPLICATION TO:

Financial Information System for California
Human Resource Office
2000 Evergreen Street, Ste. 120
Sacramento, CA 95815

Telephone: (916) 576-5240

TDD*: (916) 324-6547

ADDITIONAL INFORMATION: For general information about the FI\$Cal Project, visit:
<http://www.fiscal.ca.gov>

APPLICATIONS WILL BE SCREENED AND ONLY THE MOST QUALIFIED WILL BE SCHEDULED FOR INTERVIEWS. ALL APPOINTMENTS ARE SUBJECT TO APPLICABLE PERSONNEL LAWS AND RULES.

California relay (telephone) service for the deaf and hearing impaired
From TDD* phones: (800) 735-2929 From Voice phones: (800) 735-2922

*TDD is a telecommunication device for the deaf and is accessible only through phones equipped with a TDD device.