

## POSITION DESCRIPTION

10/19/2011

### I. IDENTIFYING INFORMATION

Position Number: ~~92015M (new)~~ 120406  
Proposed Title: Access Hawai'i Committee Portal Program Manager  
Department: Accounting and General Services  
Agency: Access Hawai'i Committee  
Geographic Location: Downtown, Oahu

### II. INTRODUCTION

This position is located in the Access Hawai'i Committee (AHC) of the Department of Accounting and General Services. The AHC was established under Act 172, Session Laws of Hawai'i 2007, and is attached to the Department of Accounting and General Services for administrative purposes.

This position shall function as a vendor relationship manager to assist the Access Hawaii Committee with its legislatively-mandated duty of providing oversight of the portal provider.

Chapter 27G, HRS, was amended by the 2010 Legislature (Act 101, HB2505) to establish the Access Hawaii Committee Special Fund, into which fees collected to support the Access Hawaii Committee shall be deposited. Per the terms of the portal provider contract, such fees shall be used to fund a portal program manager and associated support.

In support of the Committee's charge to provide review of strategic plans, the Access Hawaii Committee will need guidance from the portal program manager relating to strategies for online payment processing, electronic document filing, Internet initiatives, paperless initiatives, and web application development.

The Portal Program Manager will collaborate with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

### III. MAJOR DUTIES AND RESPONSIBILITIES

- A. Management of the Portal Provider 30%
1. Supervise and track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract. [1][2]

2. Review and evaluate portal contractor's financial reports. [1][2]
3. Evaluate new Statements of Work (SOW), fee agreements, priorities, and Service Level Agreements (SLAs) under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee. [1][2]
4. Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work. [1][2]
5. Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider's services are satisfactory; present findings and recommendations based on the survey results to the Access Hawaii Committee. [1][2]
6. Assist in prioritizing self-funded applications in the development queue. [1][2]
7. Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii's Open Meetings Law, Part I of Chapter 92, HRS). [1][2]
8. Ensure that State standards for all applications and services are adhered to by portal provider. [1][2]
9. Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security. [1][2]
10. Coordinate and conduct studies of portal direction and services related to changes in the portal technology life cycle. [1][2]

B. Communications:

40%

1. Report directly to the Chairperson of the Access Hawaii Committee. [1][2]

2. Prepare the Access Hawai'i Committee annual report to the governor and the legislature. [1][2]
  3. Communicate portal provider's status to the Access Hawaii Committee on a regular basis. [1][2]
  4. Provide an alternate contact point for potential state and county government eHawaii.gov partners. [1][2]
  5. Plan, organize and coordinate training sessions for Access Hawai'i Committee members, as needed. [1][2]
- C. Promotion of eGovernment: 30%
1. Participate in discussions between government agencies for matters relating to the State Portal, social trends and cross-agency Portal initiatives. [1][2]
  2. Act as an advocate of the eHawaii.gov program within state and county government. [1][2]
  3. Work with government agencies to analyze and evaluate ideas on new e-government services. [1][2];
  4. Coordinate and provide suggestions on marketing and public relations campaigns such as award submissions and surveys to the portal provider for the purposes of promoting e-government services and electronic business transactions related to the portal provider contract. [1][2]
  5. Perform other related duties as required. [2]

Reasons:

- [1] The performance of this function is the reason the job exists.  
 [2] The number of other employees available to perform this function is limited.

EVIDENCE USED IN DETERMINING ESSENTIAL FUNCTIONS CONSIDERED:

The following evidence was considered in determining the essential functions of the position: the amount of time spent performing the function; the consequences of not requiring a person in this job to perform a function; the work experience of people who have performed a job in the past and work experience of people who

currently perform similar jobs; and the nature of the work operations based on the organization structure.

#### **IV. CONTROLS EXERCISED OVER THE WORK**

##### **A. Supervisor:**

Position No. 100123 Class Title: State Comptroller

##### **B. Nature of Supervisory Control Exercised Over the Work.**

Supervisory control over the work is general in nature. The employee receives general direction and supervision is nominal and consultative in nature. The employee is expected to use sound judgment, exercise discretion in making decisions, and work within the guidelines set forth for meeting the objectives of the Access Hawaii Committee. Authority to make commitments is guided and bound by established Division and Branch administrative policies, precedents, and regulations. Completed work is reviewed for conformance and compliance with administrative policies, procedures, regulations, timeliness, accuracy, and overall results.

##### **C. Nature of Available Guidelines Controlling the Work.**

Procedural guides cover all technical aspects of the work. The employee is expected to know and apply pertinent laws relating to privacy, confidentiality, accessibility, and information security practices, rules and regulations, policies and procedures, and other guidelines relating to the access and safeguarding of computer information assets. It is expected that the incumbent becomes thoroughly familiar with internal and departmental publications so that specific documentation can be referenced in a timely fashion. Decisions and determinations are made based on specialized knowledge and the interpretation and adaptation of legislation, policies, rules, and regulations.

Examples of available guidelines include the following:

Hawaii Revised Statutes, Chapter 92-E, et al.  
Hawaii Revised Statutes Chapter 27G  
Hawaii Portal Manager RFP and Contract  
Hawaii Administrative Rules and Administrative Policies  
Data Processing Standards  
Departmental Administrative Policies and Procedures Manual  
Executive Orders and Memoranda

## **V. REQUIRED LICENSES, CERTIFICATES, ETC.**

A valid license to operate a motor vehicle in the State of Hawaii.

## **VI. RECOMMENDED QUALIFICATIONS**

### **A. Knowledge:**

1. Knowledge of Hawaii State and County government, agency responsibilities and existing processes.
2. Knowledge of eGovernment initiatives, and of relevant local and national trends
3. Knowledge of state/county budget and planning procedures.

### **B. Skills/Abilities**

1. Ability to evaluate program situations in terms of information processing, computer applications delivery, software and computer hardware enhancements, business requirements definition, and cost effectiveness.
2. Ability to communicate effectively, both orally and in writing.
3. Ability to effectively manage multiple projects simultaneously and collaboratively.
4. Ability to establish and maintain effective working relationships with computer-literate professionals, executive-level government officials, and business professionals.
5. Ability to apply negotiating skills successfully.
6. Ability to understand audited and unaudited financial reports.

**C. Education:** College degree in computer science or related discipline.

### **D. Desirable Qualifications:**

1. State employee or an independent contractor, without ties to any firm, dedicated to the interests and responsibilities of the Access Hawai'i Committee.
2. At least 4 years of leadership and supervisory experience.
3. At least 4 years of experience with electronic government or electronic commerce.
4. At least 4 years of experience with current web and mobile technologies.

## **VII. TOOLS, EQUIPMENT AND MACHINES**

Intel microprocessor servers, Intel microprocessor personal computers and notebooks, multifunction devices (combination printer/copier/scanner/fax), RJ45 crimper, printers, copier, facsimile, computer projection equipment, digital camera, document scanner, calculator, paper shredder, and telephone.