



Alameda County Care Connect Data Services Team

is recruiting for the following positions:

- ◇ **Product Manager**
- ◇ **Front-End Designer**

Our Mission

AC Care Connect is committed to strengthening a system of care that works together to deliver consumer centered care and supporting high need individuals (the people of Alameda County who face highly complex physical, behavioral, and social challenges) to achieve optimal independence and health.

HOW TO APPLY

Please submit a cover letter and completed County of Alameda Job Application to:
ACCareConnectJobs@acgov.org

The application template is available online on Alameda County's On-Line Employment Center at:

www.jobaps.com/alameda

New users can click on "New User Registration" to fill out an application template. Once the application is completed, candidates can click on the "Review" tab to "Print My Application". A PDF version of the application or digital scan of the completed application can be submitted to the email address above.

Learn more about Alameda County Care Connect
<http://accareconnect.org/>

Alameda County's Whole Person Care Pilot

In October 2016, the State of California announced that Alameda County Health Care Services Agency (HCSA) had been awarded more than \$140 million by the California Department of Health Care Services for an ambitious and innovative program that aims to improve health outcomes for the homeless and other high utilizers of health care services while reducing avoidable costs.

The program, known as AC Care Connect, focuses on people experiencing homelessness; people who are high utilizers of multiple systems, including emergency services, hospitalizations, and law enforcement; and people with complex conditions who need care coordination across multiple systems in order to obtain good treatment outcomes. An estimated 20,000 people will be touched over the four years of the program.

The POSITIONS

- ◇ **Product Manager** (*provisional-project*)
- ◇ **Front-End Designer** (*temporary assignment*)

*Front-End Designer and Product Manager are working titles. The County classification for these positions is Senior Management Analyst ([link](#) to SMA classification).

Minimum Qualifications:

Education: Possession of a Bachelor's degree from an accredited college or university with major coursework in business or public administration, or a field related to the work. (Additional professional or para-professional administrative services experience may be substituted for the education on a year-for-year basis.); **AND,**

Experience: The equivalent to one year of full-time, professional-level experience in the planning and conduct of management, operational, policy or programmatic analyses and studies, preferably in a public agency setting.

Pay Rate: \$36.42-\$48.80 hourly; compensation commensurate with experience.

Provisional-Project Appointments: *For a **provisional project appointment**, a civil service exam is not required. However, to obtain a regular position, the appointee will need to compete successfully in a County Exam when open. This is also a project position and project positions are generally for a specific duration. Candidates for the project positions must meet the minimum qualifications for this position.*

Temporary Assignments: *Assignments vary in duration depending on the needs of the department. An assignment may end at any time. To obtain a regular position, the appointee will need to compete successfully in a County Exam when open.*

*****Please see specific position information on following pages.**

PRODUCT MANAGER

The **PRODUCT MANAGER** will work closely with our engineers to guide products from conception to launch. As part of the Data Services Team (Requirements/Specifications Division), you bridge the technical and business worlds as you design dashboards and reports that guide executive decisions, and continuously blend data analytics with business operations. You have a bias toward action and can break down complex problems into steps that drive product development. Leading the Product Development team, you will be part of translating requests for information to the full stack development team and are a key link between infrastructure and stakeholders.

Experience supporting the continued development and maintenance of data applications and visualizations connected to our data warehouse is a must. Prior experience in data analytics applying Machine Learning/statistical inference technologies to complex problems is a plus and minor software development via SQL, Python, JS is expected.

Major Tasks, Duties and Responsibilities:

- Coordinate between cross functional teams to transform user needs and product requirements into a complete description of software requirements and specifications
- Estimating, planning, and coordinating all testing activities, requirements and specifications for products from stakeholders
- Ensure proper process and procedures are documented and followed
- Ensure that quality issues and defects are appropriately identified, documented, tracked, and resolved in our defect tracking system.
- Quality Assurance of Software Development to ensure product quality
- Write testable software requirements and specification following good requirement engineering practices
- Perform requirements analysis using tools such as use cases and visualizations
- Ensure end to end requirements traceability from voice of customer to software test cases
- Participate in risk analysis, change/defect review, and design reviews
- Maintain compliance as required by regulatory bodies and the company's quality system
- Collaborate with UX in building user interfaces suitable for a regulated product
- Communicate acceptance criteria for a given feature; clearly defining end user needs to development and test team members.
- Work with Project Management to estimate and plan testing activities
- Update tickets within issue-tracking software
- Update user support website with FAQ, Change Log and Feature Lists as needed
- Update/enhance scripts via python, SQL, and basic scripting language
- Provide occasional technical support for internal customers

FRONT-END DESIGNER

Looking for a **FRONT-END DESIGNER** motivated to combine the art of design with the art of programming. The focus of this role is the implementation of visual elements in a custom web application and business intelligence software to promote a stronger data culture. The front-end designer is supported by back-end developers, who are responsible for server-side application logic and integration of the work of the front-end Designer. The Designer is required to plan, design and build creative and innovative interpretations of complex data relationships that make use of data visualizations. Responsibilities will include translation of the UI/UX design wireframes to actual code that will produce visual elements of the application. You will work with the UI/UX designer and bridge the gap between graphical design and technical implementation, taking an active role on both sides and defining how the application looks as well as how it works. Some supervision of relevant work of a small team of professional staff and training staff to follow unit conventions is expected.

Responsibilities:

- Create data visualization from results analytical studies
 - Develop new user-facing data visualizations
 - Analyze, summarize and interpret complicated data sets
 - Explain the findings pulling from knowledge across multiple disciplines
 - Build reusable code and libraries
 - Ensure the technical feasibility of UI/UX designs
 - Optimize data dashboards and reports for maximum speed and scalability
 - Assure that all user input is validated before submitting to back-end
 - Collaborate with other Analytics team and stakeholders
- Create compelling ways to visualize data and provide decision support

Skills and Qualifications:

- Proficient understanding of web markup, including HTML5, CSS3
 - Basic understanding of server-side CSS pre-processing platforms, such as LESS and SASS
 - Proficient understanding of client-side scripting and JavaScript frameworks, including jQuery
 - Good understanding or strong indication of interest in one or more of following AngularJS, KnockoutJS, BackboneJS, ReactJS, DurandalJS, chart.js, D3
 - Good understanding of asynchronous request handling, partial page updates, and AJAX
 - Basic knowledge of image authoring tools, to be able to crop, resize, or perform small adjustments on an image; familiarity with tools such as Gimp or Photoshop is a plus
- Proficient understanding of cross-browser compatibility issues and ways to work around them

Knowledge of:

- Principles and practices of employee supervision.
- Principles and practices of complex operational and programmatic research and analysis.
- Theories and practices of applied statistics and front end design.
- Practices and techniques of administrative and statistical analysis and report preparation.

Ability to:

- Plan, direct and review the work of others. Train others in work procedures.
- Plan, design and conduct sophisticated operational, management and related studies and analyses, including advanced statistical analyses.
- Research, compile and summarize varied information, evaluate alternatives and reach sound conclusions.
- Interpret, explain and apply complex policies, regulations and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.