



Duty Statement

DIVISION	CLASSIFICATION/WORKING TITLE	POSITION NUMBER (Agency-Unit-Class-Serial)
Information Technology Services Division	Chief Information Officer – CEA	326-500-7500-001
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Information Technology Services	TBD	M01
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
		Kevin Kish
POSITION DESCRIPTION		
Under general direction from the Director and Chief Deputy Director, the CEA - Chief Information Officer (CIO) has overall responsibility for the information technology (IT) activities that support the Department's critical lines of business. As CIO, the position has management authority over IT operations and project activities and is responsible for the establishment and execution of the Department's IT infrastructure. The CIO serves as the statewide principal policymaker in the IT Division and serves as the Chief IT advisor to the Executive Staff on all aspects of IT. The CIO manages the Information Technology Services Division (ITSD) that provides IT services in support of the Department's programs, strategic goals, business objectives, and management principles.		
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
25%	Information Technology Services and Business Solutions: Promotes acceptance and stimulates the use of technology to help meet business objectives and create innovative solutions. Oversees business analysis, application development and data management and analysis for mission critical applications. Responsible for the development of policies relating to all aspects of the system development life cycle (design, development, testing, implementation) and ensures appropriate compliance and oversight of these functions. Responsible for the continued improvement of IT processes by evaluating information technology service and management functions within the ITSD. Conducts service-level evaluations and provides program management direction to ensure effectiveness and efficiency in meeting business IT needs; makes recommendations and decisions on IT procurement and contracts. Plans, organizes, and directs all activities associated with the technology operations of the Department. Responsible for the overall success of the Department's IT Project Portfolio. Provides overall executive summary of the Department's IT project portfolio status to the Executive Team.	
25%	Personnel Management: Responsible for the Department's ITSD's personnel, which consists of IT professional and technical level staff. Working through subordinate supervisors, the CIO is responsible for the continued development of staff and management skills. Responsible for ensuring effective staff and supervisor development through identification of training needs, employee career development planning, and the provision of appropriate training. Effectively administers performance appraisal system ensuring employees receive ongoing coaching, performance feedback, and timely and accurate Performance Evaluation Summary	



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	Rating evaluations. Correctly administer policies and procedures established by CalHR, the Business, Consumer Services, and Housing (BCSH) Agency, and Department's management. Effectively contributes to and ensures equal employment opportunity in all selection processes. Works with all levels of Department management to identify and analyze their information technology needs, evaluates and makes recommendations on how to meet their needs and assigns IT personnel to work with departmental staff on development and implementation.
20%	IT Policy Development and Implementation: Provides oversight responsibilities related to the governance of technology within the department. Responsible for ensuring that the Department adheres to Department of Technology (OTech), BCSH Agency, and all other applicable IT policies and directives. Provides governance of technology operations and projects to ensure they produce a maximum return on investment for the Department. Formulates departmental policies, procedures, and strategic plans for the technology required to meet the Department's mission critical goals and statewide programs; develops and implements short and long-term IT strategic plans to improve technology/business alignment and maintain cost-effective IT infrastructure; represents the Department with control agencies, BCSH, and other departments on IT projects. Develops, implements, and revises as necessary, the Department's Agency Information Management Strategy (AIMS). Responsible for the development, administration, and operations of the Department's best practices and processes for technology domains. Provides oversight authority over the Department's IT projects ensuring that they deliver defined business results within budget, scope, and schedule. Provides consultation and guidance to management regarding the assistance and services that the ITSD can provide to assist the Department accomplish its program objectives. The CIO is the key information technology advisor to the Director and Chief Deputy Director in the development and implementation of departmental policies and programs. Responsible for the development and submission of information packages and required reports to Executive Staff and control agencies. Represents the Department as a member of the BCSH Agency Chief Information Officer's Executive IT Committee.
15%	Information Security: Responsible for implementing and maintaining security systems that provide detection, prevention, containment, and deterrence mechanisms to protect and maintain the integrity of the Department's computer systems, networks, applications, and data files. Ensures compliance with State and federally mandated security policies. Provides guidance to the Information Security Officer in the development and implementation of the Information and Risk Management program.
10%	Budget Oversight: Responsible for overseeing the IT Project Portfolio and IT Services within the Department through the oversight of operations and of the IT budget. Responsible for the development of long- and short-term staffing and budget plans consistent with the Department priorities and ensures that budgeted resources are used to deliver IT services and projects



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	as planned. Duties include ensuring the cost-effective use of resources, equipment and staff resources. Reviews and approves IT procurement/contract documents and oversees negotiation and administration of vendor and consultant contracts and service agreements. Responsible for the development and submission of IT expenditures reports capturing overall actual and projected information technology costs. Prepare Feasibility Study Reports and Budget Change Proposals, as needed.
5%	External Relations: Provides on-going business relationships with external programs with many entities that cross various business and technical disciplines, in both public and private sectors. Serves as the Department's representative with control agencies, and other departments regarding information systems issues and programs; has direct dealings in Department's participation in e- government and other information systems initiatives.
DESIRABLE QUALIFICATIONS:	
• Broad knowledge of principles of project management, approval processes for IT projects and IT systems design and best practices • Direct experience leading complex IT projects; either in a Project Manager/Director role or a key role on large projects • Knowledge of web and database technology • Knowledge and experience in the use of accessible technology (electronic documents, websites, videos, software applications, and hardware devices that can be used effectively by employees and members of the public with disabilities) • The ability to work well under pressure, meet deadlines and adapt to changing priorities • The ability to exercise a high degree of initiative, independence of action, and originality • Exceptional tact and the ability to demonstrate good independent judgment • Excellent communication, writing and analytical skills	
TYPICAL WORKING CONDITIONS:	
The demands described here are representative of those that must be met by the incumbent to successfully perform the essential functions of the job with or without a reasonable accommodation. • Requires dependable availability • Requires flexible working hours including weekends • Requires daily use of a computer, keyboard, mouse, related software applications and telephone at a workstation for 8 hours per day • Requires prolonged sitting and or standing at a workstation for 8 hours per day • Requires ability to complete tasks that require reaching, bending, grasping, and making repetitive hand movements in the performance of daily duties	
ADMINISTRATIVE RESPONSIBILITY:	
The CIO requires excellent communication, both verbal and written, and analytical skills; the ability to work independently; to reason logically and creatively in resolving problems; skill in dealing effectively with others; willingness and ability to accept responsibility and meet deadlines; and ability to manage multiple projects with different timeframes. Additionally, must adhere to the laws, rules, policies, and procedures as outlined in the Department's Directives, Administrative Manual, Supervisor's Manual, Clerical Manual, Case Analysis, Manual, and any directions given by all appropriate Managers.	
TELEWORK DESIGNATION:	



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This position is designated as telework eligible-hybrid.

SPECIAL REQUIREMENTS:

Job Requirements:

Activities required to perform the essential functions of this position include the ability to manage and supervise multiple disciplines of professional staff; communicate effectively, generate written correspondence, and comprehend written instructions, correspondence and manuals, and reason logically.

Actions and Consequences:

The CIO is in a sensitive position involving critical departmental data assets, and the security of said assets. Failure to use good judgment in design and implementation of information technology requests or to ensure the timely processing of requests could result in data asset compromise. Failure to use good judgment in handling sensitive and confidential information could result in sensitive information being released to unauthorized persons and/or incorrect information used to make personnel management decisions.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:

I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE

EMPLOYEE STATEMENT:

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE