State of California - Department of Social Services
DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:	POSITION NUMBER:
Career Executive Assignment (CEA) Level A	760-7500-001

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*	BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*
INFORMATION SYSTEM DIVISION	Chief Technology Officer/Assistant Deputy Director

SUPERVISOR'S NAME:	SUPERVISOR'S CLASS:
Sandy Ynostroza	CEA B

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- ☑ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. *(Explain below)*
- ☐ None
- ☑ Other *(Explain below)*

    Fingerprinting clearance required.

I certify that this duty statement represents an accurate description of the essential functions of this position.		I have read this duty statement and agree that it represents the duties I am assigned.	
SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE

SUPERVISION EXERCISED *(Check one)*:

☐ None   ☑ Supervisor   ☐ Lead Person   ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position DIRECTLY supervises.

The Chief Technology Officer (CTO)/Assistant Deputy Director (ADD) directly supervises (2) Information Technology Manager IIs, 7 Information Technology Specialist IIs, and (1) Office Technician (Typing).

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

Information System Division's (ISD) mission is to develop, support and promote the business value of IT which comes from the ability to conduct business processes more reliably, faster and at lower cost. ISD creates value by continually improving customer service and providing access to information that enables better decision making by CDSS business units.

ISD accomplishes this by:
• effectively managing information systems and equipment;
• planning, communicating and implementing responsible information technology policies and solutions; and,
• sharing and transferring information technology knowledge and tools.

CONCEPT OF POSITION:

Under the administrative direction of the Deputy Director, Chief Information Officer (CIO), the CTO/ADD supports the Directorate by planning, organizing and directing the development, implementation and maintenance of IT application and network services. This includes developing and Implementing policies, standards and procedures to ensure statewide hardware, software and internal and external facing services keep pace with IT advances and provide users with optimum interactive experiences. The CTO/ADD manages highly technical operations that have a direct impact on the Department's ability to deliver mission critical services to state and county clients. The ability to maintain a focused culture, and recruit and retain qualified staff is essential to this position.

A. RESPONSIBILITIES OF POSITION:

ESSENTIAL FUNCTIONS:

40% Serves as chief advisor to the CIO and the Directorate on Department policy decisions addressing IT issues, requirements, new and emerging technologies and service levels. Provides technical expertise, guidance and advisement to California Health and Human Services Agency (CHHSA) leadership, statewide program Deputy Directors, subordinate managers and key county representatives. Establishes and maintains Department policies related to computing infrastructure requirements to meet current and future business needs. Establishes and maintains policies, standards and best practices for efficient and effective networking, operations, systems, automation and computing service support facilities/environments. Maintains regular communication with key stakeholders to facilitate sound business practices, customer service excellence and trust. Remains current on IT advances, state laws and guidelines. Assists the CIO by addressing the day-to-day technical operational oversight and policy setting needs of the ISD organization.

35% Establishes goals and objectives in support of the Division's strategic plan and develops action plans to ensure they are accomplished within prescribed time lines. Organizes staff and work for optimum outcomes utilizing management control systems and performance targets. Develops and implements planning policies, standards and tools to ensure incoming workload is accepted, assigned, scheduled, monitored, tested and delivered on time, within budget and in alignment with customer requirements. Ensures statewide infrastructure and enterprise devices, connectivity, performance and data management meet customer requirements and have the appropriate operational recovery safeguards in place. Serves as the Department's Operational Recovery Coordinator. Provides consistent and reliable customer service excellence and competent technical support by maintaining a customer focused culture. Develops, implements and monitors innovative customer service and support strategies while complying with state IT policies and guidelines.

10% Provides leadership, direction, technical vision, support and timely performance feedback to subordinate IT Managers. Provides all hiring supervisors with direction, guidance and training on recruitment and hiring strategies and processes to attract qualified talent to the Department and advance the most qualified applicants for job offer consideration. Establishes, and ensures hiring supervisors follow, policies and procedures for new staff on-boarding, training, and timely written performance feedback. Monitors employee turnover to identify barriers to employee retention and develops innovative strategies to position the Department as an employer of choice. Develops and implements strategies to ensure all Division employees are trained and developed to meet IT challenges and exceed customer expectations. Develops, implements and monitors management practices that value, promote and reward employee ideas, constructive feedback, performance and accountability.

10% Represents the Department with Department of Technology, Office of the CIO, Legislative Analyst Office, Legislative hearings, Office of Emergency Services, counties, contractors and vendors. Attends meetings and conferences to maintain business relationships and facilitate opportunities to advance Department objectives.

MARGINAL FUNCTIONS:

5% Conducts on-site visits of stakeholder offices to assess computing environments and support levels.

B. <u>SUPERVISION RECEIVED</u>:

The CTO/ADD receives administrative direction from the Deputy Director/CIO.

C. <u>ADMINISTRATIVE RESPONSIBILITY</u>:

The CTO is responsible for efficient and effective IT services supporting 4700 employees operating throughout California, 58 counties that access applications and systems through the Department to conduct social services programs and reporting, CHHS Agency cross-department information sharing systems, operational recovery plans and drills and the day-to-day performance of subordinate IT Managers.

The CTO serves as the Assistant Deputy Director.

D. <u>PERSONAL CONTACTS</u>:

The CTO has frequent contact with the Directorate, Executive Management team, CHHSA, California Department of Technology, Office of Systems Integration, program IT liaisons, county stakeholders, contractors, vendors and others involved with IT service delivery.

Stakeholder contacts will shape business relationships, perceptions of customer service levels and competency and influence the direction of Department IT policies, programs and projects.

E. <u>ACTIONS AND CONSEQUENCES</u>:

The CTO has executive level decision making and policy setting authority. Decisions and policies implemented by the CTO have statewide service level impact on mission critical programs and service delivery to the vulnerable recipients of Department services throughout California's 58 counties. Poor judgment and decisions can jeopardize the Department's ability to achieve its objectives.

F. <u>OTHER INFORMATION</u>:

The CTO works closely with the Chief Information Officer to ensure applications and systems are developed, launched and maintained successfully.
Desirable qualifications:
Excellent leadership, organizational and time-management skills.
Excellent interpersonal, writing, and verbal communication skills.
Knowledge of automated information systems and the latest technology advances in the information systems industry.
Knowledge of best information security practices.
Ability to establish and maintain credibility with high-level local and state government officials and vendors relative to sophisticated IT systems and planning.