

DUTY STATEMENT

OFFICE OF LEGISLATIVE COUNSEL

**CHIEF DEPUTY DIRECTOR, CEA C
CUSTOMER SERVICES BRANCH**

The Chief Deputy Director, Customer Services Branch, has a significant policy making role and strategic program responsibilities. The Legislative Counsel and the leadership of the Legislature, Legislative Analyst Office, Bureau of State Audits, Little Hoover Commission, and other clients look to this position as the expert in recommending and setting sound business and technology policies, priorities, and protocols that influence the entire enterprise. These responsibilities include the leadership and management of information technology programs and policies. The Chief Deputy Director of Customer Services is responsible for the full range of information technology customer services, developing policy regarding service levels, new project prioritization and funding, setting technology use policy and practice in consultation with the Legislative Counsel and Legislature, customer relationship management, project initiation and management, product management, service support and problem resolution, web services, asset management, and administrative business processes as they relate to information technology procurement and contract. This position, independently or in consultation with the Legislative Counsel and legislative leadership, makes decisions regarding the adoption of policies, programs, and strategies related to technology services, projects, products, funding, prioritization, and services. These policies have significant and direct impact on the delivery of the products and services needed by the Legislative Branch of the State of California. Specific responsibilities include: oversight of the Chamber and Committee Division, which is responsible for the systems used by the Members of the Legislature and legislative staff on the chamber floors, such as the Voting Systems, Daily File Systems, and Journal Systems; oversight of the Member Offices Division, which is responsible for the mission-critical suite of legislative support applications, including the Legislative Constituent Management System; oversight of web services; oversight of the Information Technology Business Group, which is responsible for information technology financial management and planning, procurement and asset management; establishment, advocacy, and support of enterprise strategies and drivers; development, project coordination, deployment, and support of innovative legislative technology products; and executive-level strategic planning. The Chief Deputy Director serves as the principal advisor to the Legislative Counsel and the Legislature on information technology support and the project portfolio. The Chief Deputy Director is a member of the OLC's executive team.

TYPICAL TASKS:

- 60%** Responsible for developing and implementing policies and protocols as it relates to information technology customer service levels, new project prioritization and funding, technology use, customer relationship management, project initiation and management, product management, service support and problem resolution, web services, asset management, and administrative business processes as they relate to information technology procurement and contracts. These policy decisions directly affect the OLC and the Legislature's ability to effectively use technology products and services to conduct legislative business. The sensitivity and complexity of these policy decisions are extremely critical. Policies and practices that do not meet the critical nature, priorities, and support models required for the legislative process have major impact on the ability of the Legislature to complete its mission. Directs the activities of the Deputy Directors and other managers of the Customer Services Branch of the Legislative Data Center to ensure the information technology services that support the legislative process are provided to the Legislative Data Center's thousands of customers on a timely and reliable basis. Serves as a member of the Legislative Counsel's executive management team.
- 10%** Meets with legislators and high level legislative staff to provide policy consultation, identify priorities, and resolve critical IT related issues.
- 10%** Prepares written reports and recommendations on LDC policy issues, organization issues, branch and division policies and procedures, and projects for the Legislative Counsel.
- 10%** Evaluates the performance of subordinates and directly and indirectly supervises Deputy Directors, Data Processing Managers, Information Systems Managers, Information Systems Supervisors, high level software specialists, and various professional and IT staff.
- 5%** Serves as a member of the Executive Management Team advising the Legislative Counsel and other CEAs on policy and administration of the OLC.
- 5%** Performs other duties as required.