

State of California
Business, Consumer Services and Housing Agency
California Department of Housing and Community Development
DUTY STATEMENT

Division: Administration and Management
Unit: Information Technology Branch
Position Number: 401-111-1406-905 (PS 1220)
Classification: Information Technology Manager II
Working Title: Chief Applications Officer
Location: Sacramento Headquarters
Incumbent: Vacant
Effective Date: TBD

Department Statement: You are a valued member of the Department's team. You are expected to work cooperatively with team members and others to enable the Department to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your efforts to maintain regular attendance and treat others fairly, honestly, and with respect are critical to the success of the Department's mission.

Job Summary: Under general direction of the Chief Information Officer (CIO), the Information Technology Manager II (ITM II), Chief Applications Officer, is responsible for HCD's application portfolio, information architecture, data, and digital services. The ITM II has full management responsibility for the analysis, design, procurement, implementation, maintenance, and operation of HCD's enterprise applications including business intelligence solutions, data management solutions, web applications, emerging technologies, cloud Software-as-a-Service (SaaS) applications, and other current and future business applications. The incumbent is responsible for organizing, planning, coordinating, directing, controlling, and managing all activities associated with the Business Application Services Office. This position will provide services from IT domains of Software Engineering, Business Technology Management, Client Services, Information Technology Project Management, and Information Security Engineering.

The ITM II works closely with the CIO to formulate and implement Information Technology (IT) strategic plans, roadmaps, policies, standards, and process improvements for the ongoing operational effectiveness of HCD's business applications and data management solutions. The ITM II also collaborates with other technology and business teams to plan and implement innovative applications to maintain excellent customer experience and application support to departmental staff and customers. The incumbent is responsible for excellent customer experience, emerging trends in application services, and IT project portfolio optimization in alignment with HCD Program objectives.

% Of Time **Essential Functions:**
30% Business Applications Operations:

- Provide policy direction and oversee the technical design, development, application operations and defect repair activities associated with HCD's enterprise applications.
- Oversee efforts to plan and implement operational and technical improvements to operate HCD's business applications at expected service levels.
- Lead technical design and development of new application implementations and enhancements to existing applications.
- Implement technical processes, system integration and automated software release tools, technologies, and processes for the successful continuous delivery of DevOps.
- Collaborate with Project Delivery and Governance Office to lead and facilitate complex, mission critical projects, solution development, multi-disciplinary work teams using negotiation and group facilitation skills to move initiatives forward while meeting the needs of a variety of business customers.
- Implement and operate adequate application security controls and data access patterns in collaboration with the Information Security Office to ensure compliance with information security policies.
- Oversee, review, and approve technical project deliverables and related work products. Ensure alignment of technical design and architecture with business needs and security requirements.
- Plan and implement advanced monitoring tools and processes in collaboration with the Infrastructure and Platform Services Office to proactively identify and resolve operational issues with HCD's applications.

30%

Application Innovation Services:

- Research and evaluate current application trends and SaaS solutions to ascertain the feasibility of using such applications to support HCD's vision and mission; provide recommendations to CIO.
- Provide recommendations to HCD Programs on application enhancements and application innovations to improve customer service.
- Develop and execute strategies including adoption of feasible cloud-based solutions for efficient and cost-effective operations and maintenance of enterprise application services.
- Research, plan, design, and manage technical activities related to cloud system architecture and application architectures supporting multiple platforms and applications
- Formulate and execute HCD's Business Intelligence and Analytics strategy by working closely with business stakeholders and senior leadership and executive leadership teams.
- Lead efforts to conduct data analysis and to identify, design, build and implement effective self-service analytics solutions.

20%

Planning and Administration:

- Participate in the development and management of short and long-range plans encompassing both strategic and operational needs including budget and staffing plans.
- Prepare, negotiate, and present budget and other funding proposals for procurement of services, training, and necessary application software and services. Monitor expenditures and operate within budget allocation.

- Ensure that Business Application Services Office meets all administrative and IT mandates, departmental and statewide policies and procedures, and control agency guidelines.
- Maintain currency with developments and trends in information architecture, low code / no code, web, and analytics applications.
- Implement and enforce agile principles, methods, and best practices, organize and manage agile teams facilitating continuous improvement, and lead the application activities on IT projects while identifying and removing impediments to achieve successful delivery of IT Projects to their desired business outcomes.
- Collaborate with Program areas, other departments, agency, counties, and providers to ensure the success of IT projects and system integration efforts.
- Identify potential problem areas; develop and analyze alternatives, and take corrective action as needed.

15%

Personnel Management:

- Create and maintain a team of talented IT professionals and foster an environment of trust and success, where highly qualified and high-performing staff are retained.
- Establish performance standards and expectations to staff and offer clarity, guidance, sound judgement, and discretion to positively influence staff in achieving successful outcomes.
- Establish and uphold a culture of customer service to internal and external stakeholders.
- Manage the administrative processes (vacation, sick leave, overtime, timesheets, and travel authorization) to ensure sufficient coverage and support.
- Ensure staff has appropriate training and skills necessary to effectively perform tasks and carryout responsibilities to support emerging technologies.

5%

Marginal Functions:

- Meet as appropriate with other ITB managers and the CIO to share information.
- Conduct periodic meetings to keep staff apprised of unit, section, office, branch, and departmental updates.
- Perform other related duties, as assigned, to ensure efficient and effective achievement of organization's goals and objectives.
- Other duties as assigned

Special Requirements: (Define all that apply)

Travel: Up to 5% overnight travel throughout the state may be required.

Supervision Exercised: The incumbent directly supervises a variety of IT professionals in various classifications ranging from IT Specialist II to IT Supervisor II. The incumbent may also manage vendors in their performance of work activities associated with the Infrastructure and Platform Operations. The incumbent may also collaborate with multi-disciplinary teams drawn from within other IT sections to ensure success of the infrastructure projects.

Conflict of Interest (COI): Form 700 reporting required.

Background Check: None

Live Scan: None

Bilingual, specify language: None

License/Certification: None

Medical Clearance: None

Other, please specify: This position requires strong organizational, technical, written and management skills and an aptitude toward learning and applying technical knowledge. Since the incumbent will be in frequent contact with users, he/she should possess excellent interpersonal communication skills.

Physical Requirements: The position requires the ability to sit, stand, read, communicate, and work on a computer for extended periods of time.

Working Conditions (In Office): The incumbent works in an office setting in an air conditioned, high-rise building with elevator access, cubicle, or office with natural and artificial lighting.

Working Conditions (Telework): The incumbent is required to maintain safe working conditions at the approved alternate work location and abide by the Departments Ergonomic Program guidelines and agrees to maintain a distraction-free remote work environment.

Administrative Responsibility: The incumbent is responsible for all management functions of the Infrastructure and Platform Operations team, including performance appraisals, hiring, etc. Additionally, the incumbent has contract management responsibility for all contracts associated with the IT Infrastructure and Platform Operations.

Personal Contacts: The incumbent will have daily and frequent contact with all levels of Department management vendors and contract staff. Additionally, the incumbent will participate in interdepartmental user groups.

Consequence of Action: The ITM II will function with a high degree of independence and is required to have accurate prioritization skills, excellent organizational skills, excellent communication, and problem assessment and resolution skills. The ITM II must be aware of, and able to properly apply, all applicable state rules, regulations, laws, processes, and procedures to each functional area of responsibility. Poor decision making or failure to make correct recommendations would adversely impact the delivery of IT initiatives. Consequence of error may have statewide and enterprise-wide impacts including lost funding, project failure, poor customer service, risk exposure, loss of business continuity, and budget implications.

Diversity, Equity and Inclusion: All employees at HCD are expected to uphold the values of diversity, equity and inclusion (DEI) which includes being committed to fostering an environment in which employees for a variety of backgrounds, cultures, and personal experiences feel welcomed and can thrive. Staff are expected to be respectful of differences, treat others with

respect, encourage others to participate, foster innovations, and stay committed to all DEI efforts in the workplace.

Equal Employment Opportunity: All HCD employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they meet during work hours, during work-related activities, and anytime they represent the Department. Additionally, all HCD employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

Employee Name: _____ Date: _____

Employee Signature: _____

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties and have provided a copy of this duty statement to the employee named above.

Supervisor Name: _____ Date: _____

Supervisor Signature: _____

*Please return the signed original duty statement to the Human Resources Branch to be filed in the Official Personnel File.