

Classification: Information Technology Manager I

Position Title: Chief of Web Applications

Position Number:

Division/Branch: Information Technology Division

Location: Sacramento County

Job Description Summary

Under general direction of the Information Technology Manager II, Chief of Enterprise Applications, the Information Technology Manager I, Chief of Web Applications, plans, directs, and oversees the development and implementation of web application solutions supporting the internal business needs and programs of Covered California. Supervises staff of senior and staff-level information technology professionals, obtains budget, and oversees the procurement, installation, configuration, management, and maintenance of web applications. This position serves in the Software Engineering domain with a strong emphasis on user experience and web accessibility. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

30% (E)

Manages and directs activities to assess and analyze solutions, obtains budget, procures, and implements web solutions to meet Covered California's enterprise-wide business and technical objectives. Leads and manages an agile scrum team and oversees the design, assessment, and optimization of consumer-facing web applications such as CoveredCA.com, HBEX.CoveredCA.com, and Board.CoveredCA.com. Ensures that all web properties are fully accessible and ADA Compliant, fostering inclusive digital services for all users. Facilitates the coordination and implementation of current and future internal and consumer-facing web applications. Provides leadership to a cross-functional team of UI/UX designers and developers, fostering a culture of innovation and agility. Leads the team in assessing proposed projects by evaluating and selecting technology solutions that best support the evolving business needs of Covered California and its organizational strategic plan.

30% (E)

Provides management guidance to staff within the Enterprise Applications Unit. Hires, mentors, coaches, trains, and evaluates the performance of subordinate staff. Meets regularly with direct reports to discuss individual developmental needs and career aspirations. Assigns work and communicates priorities, monitors progress, seeks adjustments to priorities, redistributes workload, and/or secures extensions as needed to meet established deadlines. Promotes training and cross-training opportunities within the team to foster the development of well-rounded product developers. Plans strategic opportunities for the team to learn from outside of the team and opportunities to collaborate with other teams within IT. Deals constructively with any staff performance issues by counseling and engaging in progressive discipline, as necessary. Manages resource utilization and capacity planning by closely monitoring assignments and associated due dates and provides regular reports to management on status of assignments both verbally and in writing.

20% (E)

Establishes Covered California's Enterprise Applications, Business Operations goals, and objectives and performs long-range strategic planning activities. Provides management and policy direction for the establishment of enterprise applications' standards, policies, and practices for internal and external web applications within Covered California. Collaborates and communicates consistently and professionally with peers to determine the best solutions for the organization. Ensures compliance with state and federal governance requirements. Develops policies and procedures to support the business use of hardware and software, incorporating legal and regulatory guidelines as appropriate. Leads in defining and implementing system integration processes and practices.

10% (E)

Provides leadership and direction for competitive procurement-related activities for hardware, software, and information technology services. Stays abreast of industry technology trends by reviewing, analyzing, and providing recommendations to executive leadership for solutions that are innovative and would bring value to the organization. Provides rotating after-hours and weekend support remotely or on-site as required to support department operations.

10% (M)

Travels statewide to attend meetings, trainings, and seminars.

Scope and Impact

a. Consequences of Error: This is a managerial level position and the responsibility for decisions and the consequence of error is significant as this position provides mission-critical services to ensure new initiatives and projects are properly scoped, requirements are clearly documented, adequate schedules and budgets are in place, the efforts are appropriately resourced, and project management plans, quality plans, and communication plans are developed, reviewed, and accepted by sponsors and key stakeholders.

Repercussions of potential failures or errors would result in missed deadlines, security and privacy breaches, and system collapse, and could be catastrophic to Covered California and its consumers.

b. Administrative Responsibility: This position plans and directs the development and implementation of IT solutions supporting the internal business needs and programs of Covered California. Responsible for managing a portion of the annual IT project budget of approximately \$10 million.

c. Supervision Exercised: This position provides supervision to the Information Technology Specialist I and II, and Information Technology Associate classifications.

d. Internal Personal Contacts: All program groups within Covered California, including regularly contacting managers and directors.

e. External Personal Contacts: Other State Departments, CalHEERS, local government entities, legislative groups, federal government entities, health plans, and the advocate community.

Physical and Environmental Demands

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time-critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an

individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are needed; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

Working Conditions and Requirements

- a. Schedule:* Core business hours are Monday - Friday, 8:00 am to 5:00 pm. May be required to work outside of standard business hours.
- b. Travel:* Travels statewide to attend meetings, trainings, and seminars up to 10% of the time.
- c. Other:* Incumbent is required to carry a department-issued cell phone