

POSITION DUTY STATEMENT

DFPI-HRO 203 (Rev. 08-23)



NAME [Name of candidate hired]	EFFECTIVE DATE [Date position filled]
CLASSIFICATION TITLE Information Technology Manager II	POSITION NUMBER 410-113-1406-001
WORKING TITLE Chief Technology Officer	DIVISION/OFFICE/UNIT/SECTION Executive Office/ITSD
BARGAINING UNIT M01	GEOGRAPHIC LOCATION Sacramento

General Statement: Under the general direction and guidance of the Chief Information Officer (CIO), the Information Technology Manager II (ITM II) serves as the department's Chief Technology Officer (CTO) within the department's Information Technology Services Division (ITSD). The CTO is responsible for leading ITSD's enterprise architectural unit, network and service desk operations, application development unit, and system maintenance and operations (M&O) and plays a pivotal role in supporting DFPI's major programs. This entails managing the development, implementation, and maintenance of digital services and cloud policies and architectural strategies, impacting all DFPI programs and enhancing the overall consumer experience through the DFPI Service Portal. The CTO is responsible for planning, implementing, and maintaining the comprehensive strategic enterprise architecture and policies for the Department of Financial Protection and Innovation (DFPI). The CTO's responsibilities encompass a wide range of duties, including but not limited to:

A. Specific Assignments [Essential (E) / Marginal (M) Functions]:

35% Strategic Enterprise Architecture (E)

The CTO's responsibilities encompass the planning, development, implementation, and maintenance of the DFPI's overarching strategic enterprise architecture and policies. This includes formulating enterprise architectural strategies pertaining to network and application systems and platforms, digital cloud services, data warehouse and management, and the replacement or upgrade of legacy systems. Acting as the primary point of accountability, the CTO ensures the establishment of a secure, robust, scalable, cost-effective, and flexible technology infrastructure for the department. Additionally, the CTO directs organizational policies concerning future technologies and the phasing out of obsolete ones, ensuring alignment with the department's strategic goals, objectives, and all relevant Federal, State, and internal laws, regulations, and policies.

25% Information Technology Operations (E)

The CTO oversees the initiatives to enhance the stability and security of Information Technology operational services, systems, and infrastructure, covering desktop support, network operations,

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data storage and management, hardware and software maintenance, application systems, virtual and wireless communication, as well as information security. Establishes, implements, and enhances processes and protocols aimed at preventing, mitigating, and resolving technology-related service interruptions to ensure uninterrupted customer service. Leads the strategic planning, design, implementation, maintenance, and enhancement of IT service offerings outlined in the service catalogue to meet operational goals. Enhances service quality and customer support delivery enterprise-wide through strategic planning and execution. Manages information technology service delivery, as well as contract and procurement activities.

15% Workforce Management and Development (E)

The CTO directly supervises three (3) Information Technology Manager Is (ITM Is) under: network operations, application development, and system maintenance and operations (M&O). Oversees the management and direction of technical staff and vendors engaged in network, desktop support, application development, data management, and IT infrastructure. Ensures effective recruitment, development, and retention of staff by identifying skilled resource needs, planning employee career development, and providing relevant training opportunities. Administers performance evaluations, offering ongoing coaching and feedback, and devising personal development plans. Recruits, develops, and retains a highly skilled professional workforce capable of meeting current and future DFPI requirements. Collaborates with the CIO and executive management team on workforce and succession planning to maintain adequate expertise levels to support the Department's IT infrastructure and business programs.

Administers policies and procedures established by the California Department of Human Resources (CalHR), State Personnel Board (SPB), California Department of Technology (CDT), Business Consumer Services and Housing Agency (BCSH), and DFPI management. Effectively contributes to and ensures equal employment opportunity in all selection processes. Ensure positions are filled through effective recruitment and hiring procedures, which results in the selection of the most qualified candidates.

10% Enterprise Architecture and Data Governance and Change Management (E)

Implements and leads the Enterprise Architecture and Change Management committees for the department. The CTO is also responsible for establishing and driving efforts to standardize, improve, and/or leverage existing technologies in alignment with the department's strategic goals and objectives.

10% IT Policies and Guidelines (E)

Collaborates with CIO to provide leadership and policy direction for the development and implementation of IT policies, standards, processes, and procedures governing the design, development, implementation, and maintenance of the Department's IT infrastructure. Ensures all DFPI technology policies and practices are in compliance with Federal law, the California Department of Technology (CDT), and the California Business, Consumer Services and Housing Agency (BCSH).

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Drafts, and monitors policies and procedures by using knowledge of, and having access to, current and changing technology practices and trends gleaned from the private sector, local, state, and federal governments, and other state departments. Develops, revises, technology policies and procedures that are consistent with the State's IT governance model to ensure compliance with laws, regulations, procedures, and guidelines for the development, enhancement, and maintenance of IT infrastructures, systems, applications, and desktop services. Reviews and drafts policies, standards, and procedures for all aspects of the departmental IT program pertaining to infrastructure, servers, desktops, mobile computing, centralized service desk, production support, business intelligence, web, and database services. Proposes and implements strategies to maximize best practices and increase the Department's effectiveness in enterprise systems in compliance with IT governance, policies, procedures, state laws, and rules.

5% Miscellaneous (M)

In the absence of the Chief Information Officer, the CTO will be required to respond to all issues related to the operation of DFPI's applications. Including acting as the representative at high-level meetings with department executive management, control agencies, and agencies interfacing with the department's applications. Other related duties assigned by the Chief Deputy Commissioner or the Chief Information Officer.

A. Supervision Received

The CTO reports directly to and receives assignments from the Chief Information Officer.

B. Supervision Exercised

Directly supervises three (3) Information Technology Manager Is (ITM Is) under: network operations, application development, and system maintenance and operations (M&O) and may provide direction to the other classifications within the Information Technology Services Division (ITSD).

C. Administrative Responsibility

The CTO is responsible for the efficient operation and timely completion of the workload assigned. This includes evaluating the performance of staff by providing regular feedback, establishing development goals, and completing timely probation reports, performance appraisals, and individual development plans. Administrative responsibilities also include completing all personnel documentation, utilizing the competitive hiring process, and approving or denying administrative requests including work schedules, leave requests, timesheets, overtime, and training.

D. Personal Contacts

The CTO will have frequent contact with 1) the CIO, other IT managers, and IT team members; 2) the Chief Deputy Commissioner and other Executive Staff; 3) Enterprise Governance Council; 4) the Self-Service Portal Steering Committee and development team; 5) other program leaders, managers, and staff members from throughout the Department.

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E. Actions and Consequences

The consequence of error at the Manager II level may have statewide and enterprise-wide impacts. Consequences include lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

G. Functional Requirements

The incumbent works 40 hours per week in an office setting or remotely, with artificial light and temperature control. The use of a personal computer, internet access, a telephone, and printer are essential to the duties of this position.

H. Other Information

All knowledge and abilities for all Information Technology classifications listed in the class specification; and

Ability to: Manage through subordinate supervisors; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

CONFLICT OF INTEREST

This position is subject to Title 10, § 250.30 of the California Code of Regulations, the Department of Financial Protection and Innovation’s Conflict of Interest Regulations, the incumbent is required to submit a Statements of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st and within 30 days of leaving office.

FINGERPRINTING

Title 11, section 703 (d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring. In accordance with DFPI’s (CORI) procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the position routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

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I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

Employee Signature Date

Employee's Printed Name, Classification

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature Date

Supervisor's Printed Name, Classification