

## DUTY STATEMENT

### DEPUTY CHIEF INFORMATION OFFICER

#### OUR VISION

All Californians living in homes they can afford.

#### OUR MISSION

Investing in diverse communities with financing programs that help more Californians have a place to call home.

#### EMPLOYEE INFORMATION

Employee Name		Effective Date	
Classification <b>CEA B, Deputy Chief Information Officer</b>		Position Number <b>693-001-7500-901</b>	
Division/Section/Unit <b>Information Technology Division</b>		Location <b>Sacramento, CA</b>	
CBID <b>M01</b>	Work Week Group <b>E</b>	Tenure <b>Permanent</b>	Time Base <b>Fulltime</b>
Immediate Supervisor		Supervisor Classification <b>Chief Information Officer (Exempt)</b>	

#### POSITION DESIGNATED CONFLICT OF INTEREST

This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in making governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of the appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

#### CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct. Must maintain regular and consistent attendance at such level as is determined at the Agency's sole discretion. Must be regularly available and willing to work the hours the Agency determines are necessary or desirable to meet its business needs.

#### **2 CCR § 172 – General Qualifications, states in pertinent part:**

The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.

#### DIVISION DESCRIPTION

The California Housing Finance Agency (CalHFA), Information Technology (IT) Division is responsible for providing secure, responsive, and innovative technical infrastructure, systems, and services that enable the Agency to achieve its strategic objectives and fulfill its mission. IT Division is comprised of four units: Information Security and Exchange, Application Systems Development and Support, Technical Support Services (Infrastructure and Network), and IT Operations (IT Project Management, Procurement, Budgets and Workstation Support).

#### POSITION DESCRIPTION

Under the administrative direction of the Chief Information Officer (CIO), the Deputy Chief Information Officer (DCIO), directs, coordinates, organizes, and controls the development, reporting, policies, and continued operation of all information systems and related technology solutions throughout the Agency.

The duties contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties, commensurate with this classification, as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload. The duties and responsibilities include, but are not

Employee's Name	
Classification <b>CEA B</b>	Division/Section/Unit <b>Information Technology Division</b>

limited to the following:

PERCENTAGE OF TIME	ESSENTIAL FUNCTIONS
45%	<p><b><u>Information Technology Operations</u></b></p> <p>The DCIO provides leadership, oversight, and management in all facets of the daily operations of the Application Systems Development and Support, Technical Support Services (Infrastructure and Network), and IT Operations (IT Project Management, Procurement, Budgets and Workstation Support) Units, within the Information Technology Division. Develops, manages, and coaches IT professionals by providing mentorship and daily guidance to staff. Collaborates with staff in improving internal administrative processes. Coordinates with Human Resources in planning and managing the staffing needs of the IT Division. Leads the identification of goals and objectives and monitors progress towards deliverables. Establishes, enhances, and maintains effective relationships and communicate with other CalHFA units to maximize desired results and minimize any potential conflict. Has a deep understanding of IT operations and service delivery across CalHFA business areas and represents IT on a variety of Agency-wide initiatives. Consults with external technology experts to identify emerging IT trends and opportunities, on behalf of the CIO disseminates information and responds to issues that arise, both internal and external. Assists the Chief Information Officer (CIO) in implementing and maintaining systems and information technology infrastructure to improve service to partners and borrowers and keep CalHFA on the competitive edge of the mortgage industry. Provides strategic and tactical direction for CalHFA's technology goals and objectives and as a member of the Leadership Team influences business decisions regarding the use of technology. Oversees requests of technical and operational expertise to implement, test and rollout CalHFA technology initiatives in an effective and efficient manner. Performs the most complex, sophisticated, and sensitive analyses of technology initiatives and advises CalHFA management on how the results will be used to communicate to internal and external stakeholders. Ensures resources are justified and best aligned with services that advance IT organizational goals in support of Agency needs.</p>
20%	<p><b><u>Policy Management</u></b></p> <p>Develops, implements, and manages the Service Management, Purchasing, Change Management, Asset Management, Data Management, and Enterprise Architecture policies. Prioritizes the policy list and conducts thorough research. Regularly reviews new and existing policies, drafts, and proposes revisions if a change is identified, and ensures legal compliance. Provides leadership and policy guidance by ensuring improved technology planning, better outcomes, resource utilization, streamlining IT functions, processes, and setting policies and procedures for implementation. Presents current and new technology initiatives to the Board, Leadership Team, Cabinet, and staff. Interprets and implements various Office of Information Systems (OIS) and California Department of Technology (CDT) policies and provides consistent maintenance and controls.</p>
20%	<p><b><u>Organization Vision, Advising, and Strategic Planning</u></b></p> <p>As the Chief Advisor to the CIO organizes, coordinates, and plans development of short-term and long-term goals that anticipate and satisfy the Agency's current and projected technology needs. Serves as the Project Manager during the implementation of enterprise-wide systems and programs, coordinates with IT staff and stakeholders on the development of specific project plans and timelines, and develops a methodology for managing new and existing projects with detailed reporting to the CIO. Advises, communicates, and collaborates with the California Department of Technology (CDT) Director/Chief Information Officer, Senior Staff, Executives, Government Operations Agency, Governor's Office, customer departments, the federal government, and other key stakeholders for implementation of CalHFA's IT Strategic Plan.</p>
10%	<p><b><u>Administrative</u></b></p> <p>Manages administrative tasks including but not limited to, evaluating, providing feedback, and conducting perform appraisals, and addressing performance issues. Provides guidance and recommends</p>

Employee's Name		
Classification <b>CEA B</b>		Division/Section/Unit <b>Information Technology Division</b>
	training opportunities to enhance professional abilities and growth. Participates in recruiting, interviewing, and hiring processes while adhering to best hiring practices. Approves timesheets for direct reports, vacation request, goal setting, procurement requests, and other staff related matters.	
<b>PERCENTAGE OF TIME</b>	<b>MARGINAL FUNCTIONS</b>	
5%	Participates in staff meetings, handles special projects, and performs other duties as assigned.	
<b>PERSONAL CONTACTS</b>		
<ul style="list-style-type: none"> <li>Daily contact with departmental managers, supervisors, staff at all levels, and occasional contact with representatives from other State departments, and members of the public.</li> </ul>		
<b>SPECIAL REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>Possession of a valid California Driver's License</li> <li>During special projects or emergencies, employees may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware.</li> </ul>		
<b>WORK ENVIRONMENT</b>		
<ul style="list-style-type: none"> <li>Prolonged periods of sitting</li> <li>Work in a high-rise building</li> <li>Use a computer keyboard and read from computer screens several hours a day</li> </ul>		
<b>PHYSICAL ABILITIES</b>		
<ul style="list-style-type: none"> <li>Occasionally transport or lift equipment of to 70 lbs.</li> </ul>		
<b>TRAVEL</b>		
<ul style="list-style-type: none"> <li>Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.)</li> <li>Travel may include overnight stay.</li> </ul>		
<b>EMPLOYEE ACKNOWLEDGEMENT</b>		
I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a 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 Human Resources.)		
<b>Employee Name</b>	<b>Employee Signature</b>	<b>Date</b>
<b>SUPERVISOR ACKNOWLEDGEMENT</b>		
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.		
<b>Supervisor Name</b>	<b>Supervisor Signature</b>	<b>Date</b>