

**Duty Statement**  
**Department of Managed Health Care**

<b>OFFICE:</b> Office of Technology and Innovation	<b>EFFECTIVE DATE:</b>
<b>CLASSIFICATION:</b> Information Technology Specialist II	<b>DATE APPROVED:</b> <b>06/25/2024</b>
<b>POSITION:</b> 521-1414-029	<b>TELEWORK DESIGNATION:</b> <i>Remote-Centered</i>
<b>WORKING TITLE:</b> <b>Disaster Recovery Engineer</b>	

**DEPARTMENT OBJECTIVE:**

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers’ health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 29.7 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

**PROGRAM OBJECTIVE:**

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using information technology. The systems that the OTI supports have become a valuable tool in the execution of DMHC’s business functions. The Information Security Office (ISO) develops, reviews, and maintains programs associated with the protection of assets that includes personnel, information, software and hardware. The ISO is responsible for the ongoing application of principles, policies and procedures to maintain, monitor, control and protect cyber infrastructure in order to ensure the confidentiality, integrity and availability of production systems and applications.

**GENERAL DESCRIPTION:**

Under general direction of the IT Manager I as part of the ISO, the incumbent works both independently and as part of the Information Security team in support of the mission of the department through continuous improvement of the department’s information security program and dedication to protecting the confidentiality, security, and availability of department information resources. Areas of responsibility include cloud and on-premises information security technology systems and services, information security operations and incident response, information security audits and assessments, information security policy and procedure, and information security compliance and reporting.

**DUTY STATEMENT**

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Duties include, but are not limited to, the following:

**IT DOMAINS**

- |   |  |
|---|--|
| <input type="checkbox"/> Business Technology Management | <input type="checkbox"/> IT Project Management                       |
| <input checked="" type="checkbox"/> Client Services     | <input checked="" type="checkbox"/> Information Security Engineering |
| <input type="checkbox"/> Software Engineering           | <input checked="" type="checkbox"/> Systems Engineering              |

**TYPICAL DUTIES:**

Employee must be able to perform the following duties with or without reasonable accommodation.

**PERCENTAGE**      **JOB DESCRIPTION**

Essential (E)/Marginal (M)

**35% (E)**

**Continuity of Operations Plan (COOP)**

Plans, facilitates, coordinates, and maintains all phases of the IT COOP in collaboration with the ISO and IT leadership to ensure appropriate, effective, and efficient response to hazardous, emergency, and disaster events. Provides communication and guidance to IT management and staff regarding COOP and contingency plans, including expectations of IT leadership and staff when responding to an emergency or disaster. Develops, maintains and suggests testing of the Technology Recovery Plan (TRP), including roles and responsibilities, communication plans, and where individuals are supposed to be during and after an emergency or disaster occurs.

**25% (E)**

**TRP, Business Continuity and Disaster Recovery Plans**

Develops and executes, in collaboration with the ISO, the appropriate annual, semi-annual, and quarterly Disaster Recovery exercises and drills as prescribed by the State Administrative Manual (SAM) and State Information Management Manual (SIMM), to include structured walk-through scenarios, unstructured walk-through test drills, and functional disaster recover tests. Gathers data on success and outcomes of exercises and drills. Creates and communicates, in collaboration with the ISO, any after-action reports, corrective action plans, and takes appropriate action to improve and remediate plans and documentation, including additional exercises and drills as appropriate.

**25% (E)**

**Security, Backup and Recovery**

Work with Senior Engineers to manage infrastructure security, high availability and robust backup and restore plans for server infrastructure that is physical on-premise or in the Cloud (Azure or AWS). Work with Senior Engineers, IT supervisors and managers, and Information

Security Office (ISO) staff to develop and perform annual testing of the Technical Recovery Plan (TRP); develop and execute a remediation plan to remedy any identified deficiencies with systems and/or the TRP. Advise the ISD Chief and other staff on best practices and develops policy and procedures for TRP and server's setup, maintenance, monitoring, and operations, including servers in the cloud.

**10% (E)**

**Research and Continuous learning**

Actively pursue continuing education to assure knowledge, skills, and technical competencies are kept up to date, and to stay abreast of emerging technologies and evolving best practices through training courses, self-directed education resources, and independent study. Make use of all available training opportunities to grow and share that knowledge with coworkers.

**5% (M)**

**Other**

Represent the ISO on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings, and serve as back-up for peers. Maintain current knowledge in the IT field with emphasis on security services by attending applicable trainings and webinars to understand the current service offerings, as well as emerging technology.

**SUPERVISION EXERCISED OVER OTHERS:**

Does not supervise others.

**KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:**

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation.

All knowledge and abilities of the Information Technology Specialist I classification; and

**Knowledge of:** Emerging technologies and their applications to business processes; business or systems process analysis, design, testing, and implementation techniques; techniques for assessing skills and education needs to support training, planning and development; business continuity and technology recovery principles and processes; principles and practices related

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to the design and implementation of information technology systems; information technology systems and data auditing; the department's security and risk management policies, requirements, and acceptable level of risk; application and implementation of information systems to meet organizational requirements; project management lifecycle including the State of California project management standards, methodologies, tools, and processes; software quality assurance and quality control principles, methods, tools, and techniques; research and information technology best practice methods and processes to identify current and emerging trends in technology and risk management processes; and state and federal privacy laws, policies, and standards.

**Ability to:** Recognize and apply technology trends and industry best practices; assess training needs related to the application of technology; interpret audit findings and results; implement information assurance principles and organizational requirements to protect confidentiality, integrity, availability, authenticity, and non-repudiation of information and data; apply principles and methods for planning or managing the implementation, update, or integration of information systems components; apply the principles, methods, techniques, and tools for developing scheduling, coordinating, and managing projects and resources, including integration, scope, time, cost, quality, human resources, communications, and risk and procurement management; monitor and evaluate the effectiveness of the applied change management activities; keep informed on technology trends and industry best practices and recommend appropriate solutions; foster a team environment through leadership and conflict management; effectively negotiate with project stakeholders, suppliers, or sponsors to achieve project objectives; and analyze the effectiveness of the backup and recovery of data, programs, and services.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

The employee is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including but not limited to social security numbers, medical or employment history, education, financial transactions or similar information. Failure to protect department employees' confidential information may damage DMHC's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work

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environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

**WORK ENVIRONMENT:**

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

**POSITION REQUIREMENTS:**

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

**ADDITIONAL REQUIREMENTS:**

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

**SIGNATURES:**

**The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.**

**Employee:** I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

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

State of California  
Health and Human Services Agency  
Department of Managed Health Care  
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EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date