

Duty Statement
Department of Managed Health Care

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| OFFICE: Office of Technology and Innovation | EFFECTIVE DATE: |
| CLASSIFICATION: Information Technology Manager I | DATE APPROVED: 07/02/2024 |
| POSITION: 521-1405-009 | TELEWORK DESIGNATION: <i>Remote-Centered</i> |
| WORKING TITLE: Information Security Compliance Manager | |

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 Information Technology Manager II (Chief Information Security Officer) as part of the Information Security Office (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

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and assessments, information security policy and procedure, and information security compliance and reporting.

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

IT DOMAINS

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| <input type="checkbox"/> Business Technology Management | <input checked="" 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)

30% (E)

Management

Provides management guidance to staff within the Information Security team, ensuring team responsibilities are successfully performed. Maintains a high-performing team through effective recruiting, training, coaching, and mentoring. Measures staff performance with timely delivered performance reviews. Meets regularly with direct reports to discuss individual developmental needs and career aspirations. Assigns work and communicates priorities, monitors progress, seeks priority adjustments, redistributes workload and/or secures extensions as needed to meet established deadlines. Provides regular reports to leadership on status of assignments both verbally and in writing.

25% (E)

Information Security Policy and Program

Supports the CISO in developing and maintaining an Information Security compliance program that addresses best practices, emerging threats, and partners with stakeholders in other units and business areas.

Manage DMHC security programs and staff which support business operations and aligns with organizational mission, goals, and objectives. Collaborate with both internal and external users to improve proactive security position in systems and technical architecture and business processes. Coordinate and consult with staff, users, administrators and engineers on appropriate security policies and strategies to ensure IT systems are designed and built to be compliant with ISO policies.

Maintain and improve DMHC's information security program standards, guidelines, practices, and procedures to align and comply with statewide requirements and goals as outlined in the State Administrative Manual (SAM), the Statewide Information Management Manual (SIMM), IT

Technology Letters, and other published and required materials as appropriate.

Develop, document, implement, and follow assigned procedures and components of the DMHC's information security program, including but not limited to Risk Management, Audit and Compliance Management, Information Security Governance, Incident Management and Reporting, Policy Management, and Security Awareness, Education, and Training.

Conduct information security related confidential investigations as required and serve as the central point of contact to internal and external security investigatory entities.

Research, document, and file state-mandated compliance reports to the California Department of Technology according to pre-defined reporting schedules, including but not limited to SIMM 55, SIMM 5305, SIMM 5320, SIMM 5325, and SIMM 5330 reports.

25% (E)

Application Development (Security)

Collaborate with Enterprise Application Development team to design, plan, implement a secure continuous integration and continuous deployment (CI/CD) pipeline that enables security enhancements at every step. Proficient in secure coding best practices. Leads in the analysis and resolution of the most complex problems and performance issues for web applications and services. Assists in triage of other projects/programs and makes technical recommendations to senior-level leadership.

15% (E)

Research and Continuous learning

Research and evaluate new technology releases for hardware and software and make strategic recommendations for systems and equipment that would allow the DMHC to meet its information technology goals. Maintain a working knowledge of current information security events and trends by attending vendor specific training events, as well as those presented by the Multi-State Information Sharing and Analysis Center or the California Security Operation Center. Evaluate system load and projected usage; plan for and make recommendations to ensure system health. 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:

This level supervises a number of subordinate staff who may be in the Information Technology Supervisor I, Information Technology Supervisor II, and/or Information Technology Specialist II classifications. Provides general administrative direction concerning assignments.

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:

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

Knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

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.

Have knowledge and expertise with the operation and functions of the California Department of Human Resources (CalHR) and the State Personnel Board (SPB) and be knowledgeable of the California Government Code and the California Code of Regulations in the area of Human Resources.

Have knowledge and expertise with the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, development and training, DMHC policies and procedures, safety, health

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and Equal Employment Opportunity objectives.

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 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,

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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.

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| EMPLOYEE NAME (PRINT) | | SUPERVISOR NAME (PRINT) | |
| Employee's Signature | Date | Supervisor's Signature | Date |