

## Department of Consumer Affairs

### Position Duty Statement

HR-41 (Revised 7/2015)

<b>Classification Title</b> Career Executive Assignment (CEA B)	<b>Board/Bureau/Division</b> Office of Information Services (OIS)
<b>Working Title</b> Assistant Deputy Director, Office of Information Services/Chief Technology Officer	<b>Office/Unit/Section/Geographic Location</b> Sacramento, CA
<b>Position Number</b> 610-710-7500-XXX	<b>Name and Effective Date</b>

**General Statement:** Under the general direction of the Deputy Director, Chief Information Officer (CIO), the Assistant Deputy Director, Chief Technology Officer (CTO) manages the Network Services, the Cybersecurity Program, Server Administration, Enterprise Application Development, Web Services, Service Desk and Mobile Phone Units. The incumbent will serve as a senior level manager within the Department of Consumer Affairs (DCA) and its 36 boards and bureaus. CTO will have complete responsibility for planning, organizing, staffing, directing, and controlling all work functions within the assigned units. The incumbent will serve as the project director for major cloud, network, data center and technical security efforts for DCA. These functions include but are not limited to setting technical and cybersecurity architecture, developing and leading IT governance, and security maturity. Duties include, but are not limited to, the following:

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

**50% Strategic/Organizational Responsibilities (E)**

- Responsible for the continued improvement of the cybersecurity program. These duties include creating and maintaining a well-documented security program following all mandated State Administrative Manual (SAM), the Statewide Information Management Manual (SIMM) and referenced frameworks. Direct policy, resources and operations that will improve the department's cybersecurity maturity indices as measured by the California Department of the Military and the California Department of Technology. Represent the department on statewide technology boards and councils. **30%**
- Serve as the department's Enterprise Architect. Develops, manages, and evolves the comprehensive application, technology, data, and security strategy by collaborating with internal and external stakeholders. Advises and provides recommendations, regarding technology and data, to leadership. Provides well-informed recommendations for software solutions and technologies that align with the department's present and future business needs. Utilizes cost forecasting to analyze and estimate the financial implications of proposed technology solutions and initiatives. Oversees and coaches those performing solution architect roles in all IT divisions to ensure proposed technology solutions comply with architecture strategies and standards. Manages architecture exception requests and approvals when required. Remains at the forefront of industry trends and emerging technologies, and ensures applications, infrastructure and data are architected for security, scalability, and performance. Manages the department's enterprise architecture by establishing, maintaining, and overseeing architectural standards and guidelines. **20%**

**35% Program Policy Development (E)**

- Plans, conducts, and coordinates complex IT assignments. Manages staff in the planning, analysis, design, development, and maintenance of technological solutions

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that are essential to the mission of all DCA's business areas and its 4.5 million external users. Oversees all aspects of procurements documentation, contributes to the Project Approval Lifecycle, Budget Change Proposals, and required compliance documents. Determines impact of data communication upgrades and coordinates the implementation of data communications services in the DCA production environments. Sets configuration standards and conventions. Acts as a managerial advisor/consultant to customers, IT staff, vendors, and contractors. Provides expert guidance in the planning of cloud/network/technical security systems and provides guidance and direction to operations staff and management. Coordinates and ensures effective operations of complex environments and approves configuration management changes. Provides vital input into high level policy and determines policy for IT services and routinely works with other high-level executives and influences broad policies and procedures.

- Establishes, improves, and maintains the department's governance, risk, and compliance program. Leads the Leadership Review Council (LRC) as the first level governance body for IT initiatives. Act as a voting member on the department's Portfolio Governance Council (PGC). Manages the department's portfolio of maintenance, delegated and reportable projects with the CIO.

### 10% Interdepartmental Representation (E)

- Collaborates with the Agency Secretary, Department Director, Executive Office, Executive Officers, Bureau Chiefs, managers, supervisors, project managers, vendors, and others to resolve problems utilizing meetings, presentations, and correspondence. Manages business relations with customers, providing a focal point for high-level communications between the customer and technical support staff. Collects, monitors, and reports costs, schedules, and benefits for Department data services projects. Develops and delivers presentations to IT staff and management as needed. Reviews and approves hardware/software installation procedures, migration/conversion procedures, backup/recovery plans and procedures and disaster recovery plans and procedures. Responsible for the department's Technology Recovery Plan.

### 5% Miscellaneous (M)

- Conducts other related duties as assigned that may include traveling to departmental sites and serving as a back-up to the CIO as needed.

#### B. Supervision Received

The CEA B carries out their duties under the direction of the Deputy Director, Chief Information Officer.

#### C. Supervision Exercised

The CEA B directly supervises Information Technology Manager's and indirectly supervises Information Technology staff in the Office of Information Services and as mandated by the Technology Agency (TA), has oversight of additional Information Technology staff in the 39 DCA constituent program.

#### D. Administrative Responsibility

The CEA B is responsible for managing the program staff resources assigned to the Office

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of Information Services. The CEA B is also responsible for all IT departmental functions, which include 52 additional Information Technology staff in the 39 DCA constituent programs. The CEA B effectively uses staff resources to carry out departmental program objectives in keeping with the State mandates that relate to Information Technology in support of 4,000 full and part time DCA staff and 2.5 million licensees.

### E. Personal Contacts

The CEA B has frequent contact with departmental and board management (Bureau Chiefs and Executive Officers) and department control agencies to effectively implement new policies. Frequent contact, which may be of a sensitive nature, with a variety of DCA stakeholders to develop consensus on policy implementation related to programs; often represents the boards and bureaus in Information Technology discussions and IT project status updates; and daily contact with DCA Executive management for direction.

### F. Actions and Consequences

Failure to properly manage the Information Technology assets of the DCA could result in critical systems failures impacting the various DCA organization's ability to conduct their daily business. Ineffective leadership of the OIS program efforts could result in an inability to meet control agency objectives and the diverse needs of the 39 DCA constituent organizations for execution of their licensing and enforcement programs.

### G. Functional Requirements

No specific physical requirements are present: the incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work.

### H. Other Information

Incumbent is expected to travel occasionally, when necessary to various program work sites, provide consultation, conduct evaluations, etc. Incumbent must possess excellent leadership, management, and communication skills, use excellent judgment in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and are responsive to DCA management needs.

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 DCA's CORI procedures, clearance shall be maintained while employed in a CORI-designated position. Additionally, the incumbent 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.

**Conflict of Interest (COI):** This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest

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Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1, and within 30 days of leaving office.

**Criminal Offender Record Information (CORI):** 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 to DCA'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.

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

**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

\_\_\_\_\_  
Printed Name, Classification

**New (07/2024)**