DUTY STATEMENT

ASD 045 (REV. 03/2024)

| Type of Duty Statement: Current | | Revision | Date: 07 | 7/23/2024 |
|---|---|---------------------|---------------|----------------|
| | | | | |
| 1. Position Information | | | | |
| A. Employee Name: | | | | |
| B. Position Number: | C. CBID: | D. WWG: | E. Effective | Dato: |
| 817-400-7500-002 | M01 | E | E. ElleClive | Dale. |
| F. Classification Title: | 10101 | G. Working Title: | | |
| Career Executive Assignment (Level B) | | Deputy Director an | d Chief Infor | mation Officer |
| H. Division: | I. Branch/Section | <u> </u> | | |
| Technology Services | , | , | | |
| 2. POSITION REQUIREMENTS | | | | |
| Special Requirement: Check All the | at Apply | | | |
| ☐ Bilingual Fluency (Non-Eng | glish Language) - : | Specify Below | | |
| ☑ Background Check Requi | rements | | | |
| Other - Specify Below | | | | |
| A. Special Requirements Description | on, as applicable | | | |
| | | | | |
| | | | | |
| | | | | |
| B. Conflict of Interest Required (Go | ov. Code 87300 e | t seq.)? | Yes | □No |
| This position is designated under th | | | | |
| making or participating in the mak | | • | | |
| material effect on personal financi | - | | | |
| within 30 days of appointment. Fai | lure to comply wit | h the Conflict-of-I | nterest Cod | le |
| requirements may void the appointment. | | | | |
| 3. SUPERVISION | | | | |
| A. Supervision Received: | | | | |
| Incumbent reports to and receives direction from the Department of Child Support Services (DCSS) | | | | |
| Directorate. | | | | |
| | | | | |
| | | | | |
| B. Supervision Exercised: | | | | |
| Incumbent provides general direction to Technology Services Division (TSD) managers, staff, and DCSS special project teams. | | | | |
| special project feaths. | | | | |
| | | | | |

4. DUTIES AND RESPONSIBILITIES OF THE POSITION

CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to all departmental policies and procedures.

GENERAL STATEMENT

As a member of the Executive Team, the TSD Deputy Director serves as the DCSS Chief Information Officer (CIO); participates in program planning; policy formulation, evaluation, and implementation; organizational coordination and control; and fiscal and personnel management. The CIO ensures the department's information technology (IT) systems remain in compliance with federal and state statutory and regulatory requirements, including the data contained within those systems adheres to federal and state security requirements; oversees all efforts related to management of the department's core IT system, the Child Support Enforcement System (CSE), a federally-required statewide system that supports the California Child Support Program.

A. Percentage of Time Performing Duties

B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%.).

| ESSENTIAL FUNCTIONS |
|---------------------|
| |

| IT Domain: | FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY | | |
|----------------|---|----------------------|--|
| Check All That | Business Technology Mgmt. | Software Engineering | |
| Apply | ☐ IT Project Mgmt. | System Engineering | |
| | ☐ Information Security | ☐ Client Services | |
| | Responsible for the leadership of the DCSS TSD staff and the overall design, development, execution and oversight of the DCSS Information Technology (IT) systems, assets, projects, purchases, and contracts. Oversees and is accountable for the IT planning, development, implementation, maintenance, and operational | | |

Responsible for the leadership of the DCSS ISD staff and the overall design, development, execution and oversight of the DCSS Information Technology (IT) systems, assets, projects, purchases, and contracts. Oversees and is accountable for the IT planning, development, implementation, maintenance, and operational activities of the department, its division, and programs. Responsible for organizational oversight and development of staff in TSD. Keeps up to date with latest IT practices and innovations and leverages these innovations to improve the functionality the department's IT systems and services delivered to department's child support customers and DCSS staff. Ensures effective and reliable data exchange with federal, State, local and private partners. Ensures effective and timely communication to the DCSS Directorate, control agencies and Local Child Support Agency (LCSA) Directors. Ensures the security of confidential customer data contained in departmental IT systems. Implements DCSS Strategic Plan goals and supports plan goals with IT dependencies for other parts of the organization. Overall accountability for the Child Support Enforcement (CSE) System and several internal and public facing supporting child support software applications. Responsible for the overall success of the department's IT project portfolio.

Formulates and provides policy recommendations to the Directorate regarding overall system projects, technologies required to meet the Department's mission, support divisions and programs, and activities. Assists and advises the Director in the planning and implementation of the Department's systems, including programs, policies and procedures related to automation and the use and operation of the CSE. Works closely and cooperatively with DCSS divisions to ensure the CSE meets the needs of the Child Support Program and provides optimal service to child support customers. In collaboration with executive management, divisions, and programs, responsible to make departmental policy recommendations to maximize IT capabilities to address

and support business needs.

15 %

Responds to requests from the California Department of Technology (CDT), the California Health and Human Services (CalHHS) Agency Information Officer, Office of Child Support Services (OCSS), and the Department of Finance (DOF) related to the IT functions of the DCSS and TSD. Adheres to state IT policies and procedures as described in the Statewide Administration Manual (SAM), Statewide Information Management Manual (SIMM), and Technology Letters and direct TSD staff in these requirements. Ensures DCSS IT adheres to security industry standards, state and federally mandated requirements and regulations to protect DCSS data assets, Federal Tax Information (FTI) and Personally Identifiable Information (PII). Ensures the department's IT systems remain in compliance with federal and state statutory and regulatory requirements; ensures that IT systems and the data contained within those systems adhere to federal and State security requirements.

| 10 % | Prepares briefings and reports and makes presentations to CalHHS, the Governor's Office, the Legislature, OCSS, CDT, federal officials, LCSAs, Administrative Office of the Courts, local courts, and child support advocate organizations. Represents the Director and Chief Deputy Director at mission-critical meetings and in hearings. |
|------|---|
| % | |

| MARGINAL FUNCTIONS | | |
|---|-------|--|
| Participates on special committees on behalf of the Directorate related to the automated child support systems. | | |
| 100 % | TOTAL | |
| E WORKING ENVIRONMENT AND DUVELCAL REQUIREMENTS | | |

5. WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

Office Centered

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, temperature control and artificial lighting. Requires sitting for long periods of time while using a personal computer for email communication, reviewing documents, and attending meetings. Incumbent must be able to sit for extended periods of time attending meetings or sit and/or stand while working. Incumbent may perform repetitive hand motions such as typing, push, pull, reach, or bend (neck and waist). The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

✓ Remote Centered

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

6. OTHER RESPONSIBILITIES

A. Independence of Action and Consequences:

The activities of the incumbent have a direct effect on the ability of the department to meet its goals and objectives. The incumbent's decisions and actions will have a major impact on program performance at the state and local level. The functions of this position are critical for ensuring compliance with federal and state statutory and regulatory requirements, and less directly, ongoing program implementation and the future of the Child Support Program. Failure to effectively carry out responsibilities of the position may result in federal audit findings, penalties and loss of significant program incentive payments.

| B. Personal Contacts: | | |
|---|--|--|
| State Agency management. The incur agency management and federal age | with DCSS managers and executive staff, as well as CHHS and other mbent may interact with legislative staff, advocate groups, local ency staff. Contact will typically involve mission-critical, sensitive dministrative role, policy development, and/or implementation. | |
| C. Administrative Responsibilities (| Supervisory/Managerial Class Only): | |
| not limited to: interpret and adhere contracts; provide direction and gractivities to ensure timely complete of staff by providing regular feedbaperformance appraisals summaries performance management princip | nge of supervisory and management duties, including, but eto policies, rules, laws, regulations, and bargaining unit uidance regarding work assignments and daily work on of assignments; review work and evaluate performance ack and completing timely probationary reports and annuals; monitor employee performance and, if necessary, utilize ales and procedures; complete personnel documentation rocess; and approve or deny administrative requests and training. | |
| 7. Acknowledgements | | |
| certify that I possess essential perso | I have read and understand the duties listed above and I and qualifications including integrity, initiative, dependability, k cooperatively with others. I have received a copy of the | |
| I can perform these duties with or v | vithout reasonable accommodation: Yes No | |
| supervisor. If unsure of a need for rewill notify the Reasonable Accomnand Diversity Office. | nodation is necessary, discuss your concerns with the hiring easonable accommodation, inform the hiring supervisor, who nodation Coordinator in the Equal Employment Opportunity of change and may be revised as needed or required. | |
| Employee's Name (Print): | | |
| Employee's Signature: | | |
| Date: | | |
| B. Supervisor's Acknowledgment: I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement. | | |
| Supervisor's Name (Print): | | |
| Supervisor's Signature: | | |

Date: