**California Horse Racing Board**

Position Duty Statement

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| **Classification Title:**  Information Technology Supervisor II | | | **Division/Unit**  Information Technology | |
| **Working Title:**  Chief Information Officer | | | **Physical Work Location**  Headquarters - TBD | |
| **Position Number:**  395-501-1404-001 | | | **Name and Effective Date:**  TBD | |
| **Check all that apply:**  Conflict of Interest Filing (Form 700) Required  Public Contact Position  Requires Driver’s License/Drives on State Business  Bilingual Fluency (Non-English Language) – Specify Below  Physical Requirements (Attach)  Requires DMV Pull Notice  Requires Fingerprinting & Background Check  Travel Requirements – Specify Below  Other – Specify Below  This position is designated under the Conflict-of-Interest Code. The position is responsible for making or participating in the making of 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 appointment. | | | | |
| **General Statement**: Under the general direction of the Deputy Executive Director, the Information Technology Supervisor II (IT Sup II) acts as the California Horse Racing Board’s (CHRB) Chief Information Officer. The IT Sup II collaborates with CHRB executives to develop and manage the Information Technology (IT) strategic plan. Further, the IT Sup II manages the day-to-day operations of the Information Technology Unit (IT) and provides strategic and technical leadership of policies, development, maintenance, and operation of the CHRB’s infrastructure, including the security, application, website, and databases and associated system software, hardware, and networks used to host CHRB’s complex information systems. The IT Sup II is accountable for development and maintenance of the CHRB’s Information System Program (CHRIS). The IT Sup II collaborates with CHRB management, other CIOs of the State of California, and program staff to develop and construct applications that are used to fulfill the mission of the CHRB. Finally, The IT Sup II directs support for the Internet, Intranet, the associated systems, telecommunications systems, servers, and networks that facilitate CHRB’s office automation environment, including servers, storage systems, network appliances, disaster recovery system and other duties as required. Specific duties include, but are not limited to, the following: | | | | |
| A. | SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions] | | | |
| 20%  20%  15%  10%  10%  10%  5%  5% | **Staff Supervision (E)**  Plan, oversee, and direct the workload for staff in the technology services unit in order to support and maintain operational needs and program development; coordinate and consult with staff with regards to developing performance objectives and measures; supervise staff on a daily basis to ensure performance objectives and measures are met.  Review and monitor performance objectives to establish recognition systems for the purposes of rewarding successful employee performance; research, prepare and monitor various statistical reports for management to effectively monitor operational workload. Ensure staff know, understand, and adhere to CHRB policies and procedures.  Develop and maintain procedure manuals to assist staff with job performance. Participate in recruitment efforts and provide training and on-boarding of new staff. Prepare probation reports, individual development plans, annual performance appraisals, and job development plans for staff.  **Business Technology Management (E)**  Performs the duties of the CHRB’s Chief Information Officer (CIO). Interacts with California Department of Technology (CDT), Business, Consumer Services and Housing Agency (BCSH) and/or other departments’ IT executives to coordinate multi-departmental and multi-agency efforts. Participates in meetings with management, stakeholders, and end-users on project status and progress. Manages and maintains vendor maintenance contracts. Researches and develops feasibility study reports, cost-benefit analyses, and special project reports.  Works with CDT, BCSH’s Agency Information Officer (AIO), and the State CIO to integrate and implement statewide initiatives.  Prepares and/or processes administrative documents, including but not limited to, requisitions, hardware and software requests, training and travel expenses, overtime requests, time sheets, and staff absence requests.  **Software Engineering (E)**  Performs the duties of CHRB’s Lead Development Architect. Designs problem solutions using information technology system projects. Provides guidelines to ensure that all on-line and batch programs, system operations and user documentation are developed and properly maintained.  Assists in developing and maintaining CHRB’s mission-critical California Horse Racing Information System (CHRIS), using Oracle’s PeopleSoft.  **Client Services (E)**  Provides training to CHRB staff and contractors for Information Technology operations. Directs and oversees Information Technology staff to provide for customer support, IT and telecommunications technical issues, and user satisfaction.  Serves as custodian of IT inventory and is responsible for meticulously managing and maintaining comprehensive records of all IT assets within the organization. This includes hardware, software licenses, peripherals, and network equipment. Oversees the procurement, deployment, and retirement processes of IT assets, ensuring adherence to budgetary constraints and organizational policies. Conducts regular audits and assessments to verify inventory accuracy and identify discrepancies or surplus items. Collaborates closely with procurement, budget, and IT team to facilitate efficient asset lifecycle management, optimizing resource allocation and minimizing operational disruptions.  Tracks software license compliance, ensuring adherence to licensing agreements and mitigating risks associated with non-compliance. Provides timely reports and insights to stakeholders, enabling informed decision-making regarding IT asset investments, upgrades, and replacements.  **System Engineering (E)**  Analyzes, evaluates, proposes, and supports new computer software including control systems, proprietary software packages, telecommunications software, hardware, and underpinning vendor management, tools and database management software. Performs the duties of CHRB’s Lead Architect. Applies CHRB’s Strategic Plan towards selection and implementation of new software and hardware technologies to ensure current and future technological cohesion. Works with external entities to design and build interfaces to ensure CHRB mission-critical data is current and secure.  **Information Technology Project Management (E)**  Performs the duties of CHRB’s Process Engineer (ITIL V.3): Implements, industry best practices and policies to ensure information technology quality and control, including (but not limited to), Change Management, Configuration and Asset Management, Incident Management, Service Request, Service Management, and Service Level Management. Trains IT staff and customers in the processes and their use.  Supports all information technology projects and efforts to ensure executive and customer support.  **Information Security Engineering**  Oversees and directs the security of CHRB’s Information Security assets and networks.  Monitor all operations and infrastructure. Maintains all security tools and technology. Monitors internal and external policy and regulation compliance. Works with other state agencies to identify and reduce risk. Identifies and implements new IT security technologies. Audits IT security policies and controls continuously. Ensures cybersecurity stays on the organizational radar.  **Marginal Functions (M)**  Perform other duties as required. Participate in special assignments when necessary to support the unit and CHRB. | | | |
| B. | SUPERVISION RECEIVED | | | |
|  | The incumbent works under the direction of the direction from the CEA-A, Deputy Executive Director. | | | |
| C. | SUPERVISION EXERCISED | | | |
|  | The incumbent supervises the activities and staff of the Information Technology Unit. | | | |
| D. | ADMINISTRATIVE RESPONSIBILITY | | | |
|  | Informs, advises, and consults with the Deputy Executive Director on programs and activities administered. Confers on issues requiring policy decision and control agency approvals. Attends various meetings and trainings. | | | |
| E. | PERSONAL CONTACTS | | | |
|  | The incumbent has daily contact with various levels of departmental employees, licensees, applicants, other governmental agencies, and the public. | | | |
| F. | ACTIONS AND CONSEQUENCES | | | |
|  | Failure to effectively perform as the Chief Information Officer (CIO) can have profound repercussions and may lead to a disconnect between technology initiatives and overarching public service objectives, resulting in inefficient use of resources, missed opportunities to enhance service delivery, and a failure to adapt to evolving stakeholder needs. Operational inefficiencies may manifest through disrupted workflows and decreased effectiveness in delivering essential services. Financially, mismanaged IT investments strain public funds, impacting budget allocations and the ability to optimize taxpayer resources. Inadequate cybersecurity measures increase the risk of data breaches, jeopardizing citizen privacy and eroding trust in government institutions. Without proactive leadership in IT strategy, innovation stalls hindering the development of new solutions and services that could benefit the public. Ultimately, diminishing public trust, hindering government effectiveness, and undermining the mission of serving the public interest. | | | |
| G. | FUNCTIONAL REQUIREMENTS | | | |
|  | The incumbent works an average of 40 hours per week in an office setting with artificial light and temperature control. The ability to use a personal computer and telephone is essential. | | | |
| H. | ABILITIES | | | |
|  | The incumbent must poses the ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports; establish and maintain project priorities; develop and effectively utilize available resources; and demonstrate the ability to act independently, open-minded, flexibly, and tactfully. | | | |
| I. | KNOWLEDGE | | | |
|  | The incumbent must maintain knowledge of principles, practices, and trends of public administration, including management and supportive staff services, management analysis, planning, program evaluation, or related areas; principles and practices of formal and informal aspects of the legislative process; administration of department goals and policies.  Additionally, the incumbent must possess knowledge of the following:  Strategic IT Planning: Ability to develop and implement strategic IT plans aligned with organizational goals and industry best practices.  Information Security and Risk Management: Proficiency in designing and managing robust information security programs, including risk assessment, mitigation strategies, and compliance with relevant regulations (e.g., GDPR, HIPAA).  IT Governance: Experience in establishing and maintaining effective IT governance frameworks to ensure accountability, transparency, and alignment with business objectives.  Emerging Technologies: Understanding of emerging technologies (e.g., AI, blockchain, IoT) and their potential impact on organizational operations and innovation strategies.  IT Operations Management: Expertise in overseeing IT operations, including infrastructure management, network administration, and service desk support, to maintain high availability and reliability of IT services.  Budgeting and Resource Management: Skill in budget planning and resource allocation for IT initiatives, optimizing financial resources while maximizing return on investment.  Change Management: Proficiency in change management processes to facilitate smooth transitions during IT implementations and organizational changes. | | | |
| H. | OTHER INFORMATION | | | |
|  | The incumbent must be self-motivated, organized, and able to prioritize work assignments. They must also be punctual, dependable, and able to work independently to meet assigned deadlines. The incumbent must display a high level of skills in communicating both verbally and in writing. The incumbent must be flexible regarding interruptions and changes in priorities relative to daily workload. | | | |
| **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 manager. If unsure of a need for reasonable accommodation, inform the hiring manager, who will discuss your concerns with the Human Resources Unit.) | | | | |
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| Employee’s Printed Name | | | | |
|  | | | |  |
| Employee’s Signature | | | | Date |
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| I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above. | | | | |
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| Manager’s Printed Name | | | |  |
|  | | | |  |
| Manager’s Signature | | | | Date |
| Rev: 7/2024 | |