



- Current
- Proposed

Civil Service Classification: Information Technology Manager II

Working Title: Assistant Chief Information Officer

Division Branch Name: Division of Information Technology

Incumbent: VACANT

Position Number: 797-900-1406-002

Effective Date:

Conflict of Interest (COI): Y

FLSA Status: Exempt

CBID: M01

Tenure: Permanent

Time Base: Full-Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA, and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

Primary Domain(s): Business Technology Management, Client Services, IT Project Management, Software Engineering, System Engineering

DESCRIPTION:

Under the general direction of the Chief Information Officer (CIO), the IT Manager II serves as the Division of Information Technology's Assistant Chief Information Officer (ACIO) and oversees all aspects of technical operations and services for the Division of Information Technology (DIT). Develops, coaches, and mentors IT professionals to support current and future technology capabilities. Encourages team building across all staff with an emphasis on excellent customer service and succession planning. Direct teams and processes to ensure the continual availability and security of IT services. Guide and direct project, governance, development, infrastructure, service desk functions and database administration within the Division. The ACIO will provide expert guidance and direction to varying levels of staff and leadership related to IT services, planning, and delivery. Build collaborative partnerships with oversight entities to effectively oversee CDA's IT coordination and alignment with the California Health and Human Services Agency, the Department

of Technology, and other oversight entities. The Assistant CIO is a key leadership role to help support and advance CDA's technology capabilities and services.

ESSENTIAL JOB FUNCTIONS:

40% Technology Leadership, Planning, and Operations- Provides leadership to a multi-faceted IT team with a focus on customer service and delivery excellence. Establishes and sustains business partnerships with diverse stakeholders to build trust, collaboration, and a common understanding of business challenges to deliver effective IT solutions. Provides general direction to the ITM I Branch Chiefs leading the Technical Services Infrastructure Support Branch and the IT Planning and Development Branch within the Division of Information Technology (DIT). Collaborates with Branch Chiefs to prioritize key initiatives and resources for the Division. Oversees all facets of information technology planning and services related to infrastructure (network, storage, cloud and on premises environments, wireless capabilities, hardware, software), systems administration, change control, mobile services, IT Service Desk, systems administration, database management, asset management, enterprise architecture, IT project and portfolio management, and governance. Leads the Division in designing, planning, and implementing interoperable technology platforms to support CDA's current and future needs. Implements technical standards, policy, processes, and service levels to support the ongoing availability of technology systems and tools. Coordinates with the Information Security Officer and IT teams to implement security controls that continuously secure CDA's data and technical environment. Facilitates timely resolution to the most complex and sensitive customer support and technology issues. Leads teams in defining, coordinating, and communicating strategies and plans that support IT systems. Oversees the Division's IT budget, procurement and contract activities to ensure timely acquisitions for continuous IT service availability.

30% Database Administration- Provides direction to database administration staff who design, develop, implement and maintain CDA transactional and analytical databases. Leads staff in the operation and administration of databases for collecting, storing, and reporting aging and disability network program data for internal and external use. Facilitates collaboration across teams to develop database related plans and recommendations to support CDA data and growing capacity needs. Engages with stakeholders in leading and providing branch resources towards the plan, development, maintenance, and support of enterprise's data strategies. Implements practices to ensure the proper installation, configuration, maintenance, security, reliability, and availability of systems/databases. Ensures that data is regularly backed up and recovery plans and procedures are in place. Collaborates with IT teams to design, configure, and deploy database systems that meet security standards and state and federal security requirements. Oversees the architecture, engineering, development and administration of data and the associated standards, application and analytical reporting, and framework to enable effective oversight and decision-making. Oversees technical data governance and associated tools. Collaborates with cross functional data teams including data owners. Leads and/or contributes to the planning, development and execution of data sharing agreements. Collaborates with technical teams in planning and deploying data in non-production, development, test and other environments. Implements and sustains data standards.

15% Personnel Management and IT Strategic Support – Motivates teams and creates a positive climate for inclusion, equity, and change. Develops, coaches, and mentors IT professionals for

succession planning and staff development to support future technology capabilities. Encourages team building across all staff with an emphasis on excellent customer service delivery and business partnerships. Meets regularly with executive stakeholders and business leaders to understand business needs, constraints, and priorities. Promotes and aligns the Department's mission, goals, objectives, policies, and processes with IT resources and initiatives. Participates in strategy sessions with CDA, stakeholder groups, and other state/federal entities. Serves as chief advisor to executives and teams in the development of short and long-term strategies and plans to meet current and future business technology needs. Acts on behalf of the CIO in their absence to ensure continuous operations and service availability. Performs the most complex and sensitive technology related analyses to advise leadership and in support of strategic decision making. Facilitates, develops, and executes plans to successfully maintain and implement secure IT solutions. Implements continuous improvement practices to optimize IT services and business enablement from a people, process, technology and information perspective. Develops IT standards, procedures, processes, and controls and recommends IT policy. Establishes performance goals and metrics to measure, monitor, and report on IT performance to technical and non-technical stakeholders. Prepares and guides staff in the framing, development and presentation of IT related recommendations to business leaders, executive staff, and other stakeholders.

10% State Oversight and Coordination- Researches, assesses, and communicates new or changed IT policy and takes the necessary actions related to resources, process, and technology to ensure CDA compliance with government requirements. Represents CDA in Agency, state, and stakeholder workgroups and/or committees as assigned. Builds collaborative partnerships with oversight entities to effectively oversee CDA's IT coordination and alignment with the California Health and Human Services Agency, Department of Technology, Department of Finance, and other oversight entities. Develops, implements, and coordinates strategies to obtain IT funding and successful IT initiative outcomes. Oversees the Division's IT acquisition process including contract and procurement activities that align with CDA business teams and state requirements. Directs the development and maintenance of the IT budget to ensure ongoing support of IT tools and services, technical operations, and new initiatives.

MARGINAL JOB FUNCTIONS:

5% Performs other job-related duties, special assignments, and projects as required.

TRAVEL: Travel is not typical for this position but may require occasional travel to events, meetings, training, and/or conferences.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:



The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: AS/TB Date Approved: 9/10/2024

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 02/2024)



Revision Date (if applicable): _____