



DUTY STATEMENT

INFORMATION TECHNOLOGY MANAGER II

CHIEF INFORMATION OFFICER

Under the direction of the Executive Director/Chief Administrative Law Judge (CEA C), the incumbent is the Chief Information Officer (CIO) and is responsible for all facets of Information Technology (IT) necessary to meet the Department’s mission and strategic business objectives. The CIO has the highest level of governance responsibility for guiding and directing the effective use of technology within the Department. This includes responsibility for complex analysis, design, development, and implementation of new systems and applications, and/or changes to existing systems, network infrastructure, computer operations, information security, hardware and software acquisition, and custom software systems design and implementation. The CIO is a member of the executive management team and has an essential role in department-wide strategic planning, including overseeing the development of California Unemployment Insurance Appeals Board’s (CUIAB) IT Strategic Plan. This position has supervisory responsibilities.

DUTIES AND RESPONSIBILITIES OF POSITION

IT Domains used:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Business Technology Management | <input checked="" type="checkbox"/> IT Project Management |
| <input checked="" type="checkbox"/> Client Services | <input checked="" type="checkbox"/> Software Engineering |
| <input checked="" type="checkbox"/> Information Security Engineering | <input checked="" type="checkbox"/> System Engineering |

ESSENTIAL FUNCTIONS

<u>Percentage</u>	<u>Function</u>
35%	Plan, organize, direct, monitor and control all activities associated with Information Technology at CUIAB. Direct, plan and prioritize a department-wide Information Technology Strategic Plan to foster alignment with Departmental goals. Provide strategic direction, support and guidance for information security programs. Direct all information technology planning activities to ensure the integration of appropriate security protocols and best practices in existing, new or proposed information technology systems. Oversee inventory of all information assets, including information systems, information system components, and information repositories (both electronic and paper). Direct and oversee the implementation of new network infrastructure and data environment upgrades, including coordination with other local, state, and federal agencies. Supervise and review the preparation of any project-level documentation, special project reports and budget change proposals; monitor project budgets; write required reports to internal stakeholders and control agencies; monitor the quality of application systems design, implement development life cycle and direct the implementation of new computer applications or new technological solutions to meet all CUIAB mission, vision and goals.



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30% Formulate, implement, and evaluate departmental policies with broad authority to recommend and implement department-wide policies with significant impact on CUIAB programs. Interpret, coordinate and implement policies and procedures and communicate them regularly to staff at all levels. In conjunction with subordinate manager/supervisors determine program priorities and ensure the highest quality of work products and services are provided for staff and stakeholders. Identify, prioritize, and delegate the work to be performed within IT; define and establish responsibilities for management and staff; delegate assignment authority and create staff accountability. Create and maintain a working environment that encourages cooperation between service partners, project teams, and stakeholders.

20% Support information technology business needs and operations by making sound judgments and decisions by working collaboratively with business programs to identify priority IT projects or assignments for the enterprise. Quickly identify potential problem areas; develop and analyze alternatives, and determine corrective action as needed. Responsible for overseeing all activities related to the support of mission critical and highly sensitive projects and applications. Provide leadership and direction to all IT Branch staff functions.

5% Provide oversight and leadership to the Information Security Office, Infrastructure, Service Desk, Project Management Office and Application Development functions within the Information Technology unit. Oversee staff that provide services including Network Security, Network Administration, Service Desk, Database Administration, Project Management and Application Support activities.

Develop and administer current and new policies of the Information Technology functions. Apply project management principles and techniques to direct all staff activities, resources, and consultants. Oversee the operation of multiple disciplines involving a variety of technical hardware and software environments. Develop, maintain and improve all activities within each team through planning and management of the staff and resources allocated. Create and support the development and retention of highly trained technical staff. Develop and update duty statements for IT employees as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary. Model and share the principals of effective teamwork to continuously improve services delivered to internal and external stakeholders. Develop and implement ideas or programs for individual or unit achievements.



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5% Represent CUIAB in Statewide and Agency wide forums such as State CIO and Agency CIO meetings, with other Departments and Agencies and City/County governments. Ensure that projects are completed in accordance with state and federal mandates. Ensure control agency policies are followed, and annual reporting requirements are met. Perform assigned tasks as a member of the CUIAB Executive Management Team in the evaluation, development and implementation of organization goals, policies and objectives. Recommend technology budget and any augmentations, directs information systems planning and implements training plans.

NONESSENTIAL FUNCTIONS

Percentage Function

5% Performs other duties as assigned.

I have discussed the duties of the position with my supervisor and have received a copy of the duty statement.

EMPLOYEE'S SIGNATURE

DATE

I have discussed the duties of this position with the employee.

SUPERVISOR'S SIGNATURE

DATE