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**Classification:** Career Executive Assignment (CEA), Level B

**Position Title:** Chief Technology Officer

**Position Number:** 801-130-7500-002

**Division/Branch:** Information Technology Division/Employee Experience, Service Delivery, Infrastructure, and Operations Branch

**Location:** Sacramento County

### **Job Description Summary**

Under general direction of the Chief Information Officer (CIO), the Chief Technology Officer (CTO) leads the Information Technology (IT) Division's Employee Experience, Service Delivery, Infrastructure, and Operations Branch. The CTO is responsible for interpreting Federal, State, and Covered California policies and regulations to develop, deliver, and secure Covered California's strategic technology architecture, infrastructure, and digital services supporting compliant operations of our State-Based Health Benefit Exchange. Major responsibilities include overseeing the Department's technology infrastructure and digital solution delivery and operations including development and implementation of Covered California's security infrastructure, digital services, enterprise applications, cloud policies and strategies, and technical support enabling marketplace operations and employee productivity. Duties include access to information systems containing sensitive and confidential consumer and employee information, including federal tax information, protected health information, and personally identifiable information.

### **Job Description**

25%(E)

Leads Covered California's Employee Experience Center of Excellence with primary responsibility for developing and implementing secure cloud and on-premises applications and digital services comprising the mission-critical technology portfolio that supports the achievement of Covered California's Enterprise Strategic Plan, efficient and effective business processes and operations across 14 distinct business units, and the productive communication and collaboration of more than 1,500 employees and hundreds of contract staff working across a largely hybrid workplace. Responsible for digital workplace policies and strategies, business analysis, solution roadmaps, organizational change management, application development, configuration, testing, maintenance, operational support, and technology debt management in compliance with applicable Federal, State, and organization laws, regulations, and policies including the adoption and incorporation of responsible generative artificial intelligence (GenAI) employee-facing tools and technology based on Executive Order N-12-23 and internal Covered California GenAI policy, the mandatory expansion of Centers for Medicaid and Medicare Services (CMS) Acceptable Risk Controls for ACA, Medicaid, and Partner Entities (ARC-AMPE) information security framework across Covered California's enterprise technology solution portfolio, and compliance with California AB749 – mandating implementation of a Zero Trust architecture for all data, hardware, software, internal systems, and essential third-party software.

25%(E)

Leads Covered California's technology infrastructure and operations, including the engineering design, implementation, support, and lifecycle management of secure and highly available communications infrastructure, including network, voice, and video; secure and highly available compute infrastructure, including on-premises and cloud compute and storage; and secure and highly available endpoints, including desktops, laptops, tablets, and smartphones.

25%(E)

Leads Covered California's technology service management functions, including the technology service desk; facilities, A/V, and event support; core Information Technology Service Management (ITSM) processes, including problem, change, release, asset, and knowledge management; comprehensive business continuity, disaster recovery planning, and incident response management; IT demand forecasting, capacity planning, and solution availability. Leads efforts to implement, maintain, and evolve the IT service catalog and is responsible for establishing and improving service quality and customer satisfaction metrics. Implements and leads the Enterprise Architecture and Change Management councils and makes policy-level decisions on which technologies to adopt and what the Covered California standards will be when there are competing solutions for a given business case.

15%(E)

Develops, implements, and maintains enterprise-wide technology policies, standards, architecture, and strategies supporting Covered California's business operations and strategic goal achievement. Develops and promotes policies relating to all aspects of the system development lifecycle (design, development, testing, implementation, and operations), including stewardship of Covered California's Agile development methodology. Advises the Chief Information Officer (CIO) and executive leadership on the pros and cons of emerging technologies and promotes solutions based on full lifecycle and cost of ownership benefit analysis – including mission-critical decisions related to secure, highly available infrastructure supporting Covered California's control agencies, business partners, and California consumers. Provides technology direction and consultation to the executive leadership team, Chief Privacy Officer, IT management team, contractors, and program staff on all facets of IT policy, planning, and service delivery, as well as establishing and driving efforts to influence, standardize, improve, and re-use technologies across national State-Based Exchanges.

10%(E)

Oversees the management and direction of technical staff, contractors, and vendors – both directly supervising and indirectly influencing program administrative responsibilities, including organization design; talent management, including hiring, coaching, career development, and performance management; work assignment, approach, and deliverable review and management; budget development and management; refining and modeling organizational culture and work practices, including normative behaviors, skills, and performance expectations. Manages IT service acquisition, delivery, and lifecycle management, including procurement and contract management-related activities.

### **Scope and Impact**

- a. *Responsibility for Decisions and Consequences of Error:* IT plays a critical part in Covered California carrying out its mission. With that, the consequences of the Chief Technology Officer's (CTO) policy making are far-reaching. Poor policy decisions can result in a loss of consumer confidence in Covered California, which can then drive a loss of customers for Covered California and result in negative media coverage, especially when consumers who are seeking services from Covered California are directly

and negatively impacted. Such impacts can also result in litigation and audits where consumers or other business partners of Covered California lose services, income, or revenue as a result of poor policy decisions relating to the systems, data, or projects under the direct control of the CTO.

- b. *Administrative Responsibility:* The Chief Technology Officer (CTO) is a member of Covered California's senior management staff and the Information Technology (IT) executive team. In both capacities, the CTO participates in high-level policy and decision-making regarding the direction and effective application of IT to meet business goals and objectives. The incumbent provides centralized services and oversight pertaining to the implementation and maintenance of all IT functions, including enterprise-wide applications (Microsoft Office 365 including Teams and Outlook, Workday, DocuSign, ServiceNow, etc.), local and wide area network (LAN and WAN) infrastructure, systems applications and cloud operations, IT operations including helpdesk, service center support and is responsible for the development and distribution of all Covered California's IT policies, standards, practices and procedures. The CTO is responsible for managing an annual budget of approximately \$35 million.
- c. *Supervision Exercised:* This position directly supervises Information Technology Manager IIs, Information Technology Specialist IIIs, while indirectly supervising Information Technology Manager IIs, Information Technology Supervisor II, Information Technology Supervisor I, Information Technology Specialist IIs, Information Technology Specialist Is, Information Technology Associates, and contract SMEs.
- a. *Frequent Internal Personal Contacts:* Executive Director, Division Directors and their Deputies, Chief Information Officer, Deputy Chief Information Officer, Chief Information Security Officer, direct reports, IT divisional staff, and Covered California staff.
- d. *Frequent External Personal Contacts:* Systems Integrators, Consultants, other State Department CIOs/Managers and staff, and members of the advocate community.

### **Physical and Environmental Demands**

- a. *Work Environment:* Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time-critical deadlines; work long hours; must be flexible to workdays/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.
- b. *Essential Physical Characteristics:* The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to regularly attend work as scheduled and be available to work outside the normal working hours when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

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**Working Conditions and Requirements**

- a. *Schedule:* The incumbent must maintain normal and consistent work hours, averaging 40 hours per week. Work in excess of 40 hours per week is expected when necessary to complete assignments or to support 24/7 service requests in a timely manner. Monday - Friday, 8:00 AM - 5:00 PM are core business hours.
- b. *Travel:* Travels locally up to 20% of the time to satellite offices and for offsite meetings, training, and conferences.
- c. *Other:* May require rotating 24x7 on-call support responsibility, as well as weekend and holiday support. Incumbent is required to carry a department-issued cellular telephone.