

STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
CDA 9003 (REV 06/2019)



See CDA 9003-I for Instructions

1. INCUMBENT VACANT	2. EFFECTIVE DATE (MM/DD/YYYY) TBD
3. DIVISION Division of Administrative Services	4. UNIT NAME Information Technology Branch
5. CLASSIFICATION Information Technology Manager I	6. POSITION NUMBER 797-620-1405-XXX

7. SUPERVISOR'S STATEMENT: *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

SUPERVISOR'S NAME (Print) Thomas Cameron	SUPERVISOR'S SIGNATURE	DATE
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8. EMPLOYEE'S STATEMENT: *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

EMPLOYEE'S NAME (Print) VACANT	EMPLOYEE'S SIGNATURE	DATE
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You are a valued member of the department's team. You are expected to work cooperatively 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.

9. DESCRIPTION

Under the general direction of the Chief Information Officer (CIO) / Deputy Director of Administration (CEA B) and in collaboration with the Chief of IT Operations (Chief-ITOps), an Information Technology Manager I (ITM I), the Information Technology Manager I (ITM I) acts as the department's Chief Technology Officer (CTO) and manages the California Department of Aging's (CDA) Information Technology (IT) infrastructure. This position is responsible for planning and implementing complex information systems projects to meet the needs of the Department and its business partners, the 33 Area Agencies on Aging (AAA) statewide. This position is responsible, in conjunction with the CTO, for leading IT governance for the department, implementing California Health and Human Services Agency (CHHSA) and statewide policies, developing and implementing department IT policy and providing leadership and advice to executive management and the Director.

Under direction of the Deputy Director of Administration/Chief Information Officer and in conjunction with the Chief-ITOps, the CTO exercises initiative and proactive leadership in directing department IT functions, systems, assets, purchases, contracts, and projects for CDA. The CTO is responsible for ensuring that all IT projects and activities are completed in accordance with state and federal mandates.

This position, along with the Chief-ITOps, will represent CDA in all IT related matters with other state departments, control agencies, AAAs, and public and private entities and serves as a member of the department's senior management team.

These duties are broadly defined as follows:

30% Project Management, Application Development, & Database Management

- In conjunction with the Chief ITOps Plan, organize, and direct the design, development, testing and implementation of complex applications and systems
- Identify requirements and resources to meet application and system needs, including but not limited to: development and maintaining comprehensive project plans and schedules and communicating them to stakeholders; identifying resources and developing justifications and supporting documentation; identifying project issues and recommending appropriate actions or solutions to facilitate resolution; preparing issue papers, correspondence and reports to keep stakeholders apprised of issues and status.
- Lead project planning efforts, including but not limited to: develop project plans, lead team efforts to develop and implement IT projects in conjunction with the Chief-ITOps; participate in the planning of strategies to maintain alignment with CDA goals and objectives; participate in CDA's technology planning process and work with the Chief-ITOps in developing strategic directions involving information technology
- Carry out activities and reporting necessary to comply with statewide and CHHSA IT initiatives, processes and standards in a way that best supports the department's overall direction and goals.
- Oversee database management and maintenance, including departmentally operated and hosted proprietary databases for collecting and reporting aging and disability network program data for internal and external use.

25% IT Support Oversight

- Plan, organize, direct, and review the work of IT HelpDesk staff responsible for support of CDA desktop, hardware, software, equipment, application and system support.
- Ensure all desktop computers, applications and systems comply with department policies, procedures, processes and best practices.
- Create and implement effective and efficient issue resolution and response system for all desktop support requests.
- Ensure users receive excellent customer service and support in a timely and satisfactory manner.
- Establish appropriate team goals and objectives that align with key IT, Master Plan for Aging and Strategic Planning initiatives.
- Develop operations plans, according to business priorities and within budget, to accomplish the overall goals of the team, division and department.

20% Administrative & Management Responsibilities

- Manage and provide oversight to assigned IT professional staff engaged in the various IT functions and activities that support the Department's business goals.
- Oversee the classification, hiring, and promotion of team members. Follow CDA personnel procedures; ensure all aspects of employment and work environment are in compliance with federal and state laws and CDA policies; ensure compliance with collective bargaining agreements; practice constructive intervention and progressive discipline.

- Assess and facilitate staff development and training needs. Conduct evaluations of individual performance and implement progressive discipline when corrective action is needed.
- Facilitate cross training as appropriate and promote continuous improvement of IT operations and development of individual staff skills and encourage team building.
- Comply and keep up to date with CDA administrative policy and procedures and work closely with other administrative and program staff on joint projects and initiatives that support departmental goals.
- Provide governance and strategic planning to ensure IT goals and objectives are in alignment with department, agency and state goals and initiatives.

20% IT Leadership and Strategic Planning

- In conjunction with the Chief-ITOps, will co-lead the CDA IT strategic planning efforts and initiatives.
- In conjunction with the Chief-ITOps, will co-lead the CDA IT Steering Committee meetings and activities to vet proposals and receive input and decisions from the committee. Ensure all stakeholders including Executive Leadership, AAAs, participants, and staff understand their responsibilities and accountability related to IT.
- In conjunction with the Chief-ITOps, will participate in the CDAs State Leadership Accountability Act (SLAA) reporting and monitoring activities to identify risks and plans to mitigate them.
- In conjunction with the Chief-ITOps, will represent CDA at CHHSA and state IT meetings and in statewide initiative projects.
- In conjunction with the Chief-ITOps, will serve as a departmental liaison with other State agencies and perform related assignments of a sensitive or more difficult nature, as assigned by CDA Executive Leadership Team.
- Keep abreast of emerging technology, IT standards and current control agency requirements and processes in order to anticipate and meet CDA IT needs in a timely and resource efficient manner.

5% Marginal Duties

- Performs other related duties, as required.

Revised 10/20/2020