

## Duty Statement

### Department of Managed Health Care

<b>CLASSIFICATION:</b> Information Technology Manager I	<b>POSITION:</b> 409-541-1405-004	
<b>WORKING TITLE:</b> Chief, Business Intelligence Division	<b>OFFICE:</b> Office of Technology and Innovation	<b>EFFECTIVE DATE:</b>  <b>DATE APPROVED:</b> 7/1/2021

#### **DEPARTMENT OBJECTIVE:**

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 27.7 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities, and preserving the financial stability of the managed health care system.

#### **PROGRAM OBJECTIVE:**

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California through the use of information technology. The systems that the OTI supports have become a valuable tool in the execution of DMHC's program functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence (BI) tools, and the underlying information technology infrastructure.

#### **GENERAL DESCRIPTION:**

Under the general direction of the Chief Technology Officer (CTO), Office of Technology and Innovation (OTI), the incumbent is responsible for leading a BI team responsible for planning, organizing, controlling, and managing BI initiatives and solutions for the DMHC. This includes, but is not limited to, Data Governance, Master Data Management, data integration, data warehouse development, data mart development, analytics, ETL development, enterprise reporting and more. The BI Manager utilizes existing technologies to formulate and execute both tactical and strategic BI Strategies, leveraging the existing MarkLogic Data Integration Platform and Data Lake, SQL Server database structures, SQL Server Reporting Services, SQL Server Integration Services, SQL Server Analysis Services, Tableau, ArcGIS, and Power BI; as well as identifies new technologies to meet other program needs that can be leveraged to ensure success. The IT Manager I (BID) identifies and recommends BI tools and technologies to support the Strategic Goals and Objectives of the DMHC, in the role of recommender.

#### **INFORMATION TECHNOLOGY DOMAINS**

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

**TYPICAL DUTIES:**

Employee must be able to perform the following duties with or without reasonable accommodation.

**PERCENTAGE      JOB DESCRIPTION**

Essential (E)/Marginal (M)

**30% (E)      Leadership and BI Team Management**

Develop the DMHC BI strategies, frameworks, and standards to ensure proper delivery of information assets, such as data dashboards, data warehouse, data marts, data lakes, dashboards, data extracts, data governance, master data management, and application database re-architecture to support enterprise reporting and analytics, to meet DMHC program needs. Establish the appropriate section goals and objectives to accomplish the DMHC mission. This includes, but is not limited to, BI projects, initiatives, goals, and objectives related to advancing the use of DMHC data assets to support program and operational decision making. Prepare budget estimates and guide the development of preliminary and formal budget requests for BI projects. Work with all DMHC program areas and various governance bodies to establish and manage to priorities and ensure service levels and customer satisfaction are meeting or exceeding expectations.

**25% (E)      Strategic Alignment and Innovation**

Develop and deliver BI solutions that meet the tactical and strategic goals of DMHC and its Innovation and Governance body. Effectively gather, translate, and communicate complex technical concepts to all DMHC program areas and build effective relationships with customers, peers, program managers and users by leveraging strong meeting management skills and regularly disseminating information to key stakeholders. Promote innovative use of existing and future Information Technology to enable success of DMHC business strategies. Provides project guidance to team members to ensure compliance with DMHC strategic goals and objectives, decisions regarding the use and standards associated with BI, analytics, data integration and reporting. Oversee the administration of DMHC's BI environment and staff. Coordinate with support teams to ensure data integration, analytic and reporting services are operational and effective. Direct on-going tasks associated with BI team, including overseeing vendor selection and consultant/contract management. Serve as advisor to various governance boards and committees. Assist executives, programs managers, business analysts and end-users across all functional areas in identifying long term, strategic and tactical BI, enterprise reporting, analytics and data integration needs for DMHC; as well as support for California Health and Human Services (CHHS) agency's Open Data Portal initiatives. Ensure the development and enforcement of standards for metadata/master data management, data governance, and the development of procedures and data management policies for quality, integrity, consistency, accuracy, and control of DMHC data assets. Develop the Data Governance framework of the DMHC. Work collaboratively with Enterprise Application Development (EAD), Infrastructure Services Division (ISD), Technical Services Division (TSD) and the Project Management Office (PMO) to ensure BI projects are delivered with data quality, and the required reporting and analytic tools including, but not limited to, MarkLogic Data Integration Platform, Tableau and

SQL Server Integration/Reporting/Analytic services.

**20% (E) Project and Contract Management**

Review project and team member work to ensure alignment with organizational policies, procedures, and guidelines, recommending the development of new policies, as needed. Act as the liaison to the various offices of DMHC, vendors and external clients on BI technical matters; provide support to various information technology vendors and organizations. Work in conjunction with OTI Innovation & Governance body, offices of DMHC, vendors and external clients to establish Service Level Agreements, project priorities, and well-defined project scopes. Work with the leadership of the OTI PMO to effectively execute projects through initiation, planning, execution, monitoring and control, and closing phases. Provide direction to staff, customers, and stakeholders to ensure that service is timely, of high quality, and delivers the expected business value. Review changes to Service Level Agreements and project plans on an on-going basis to meet Service Level Agreements and project milestones. Manage contracts related to BI procurements.

**20% (E) BI Team Management and Development**

Foster a highly innovative culture, focused on delivering customer value that meets the strategic and tactical needs of the DMHC. Lead recruiting, hiring, staff development and retention activities that ensures an adequate level of technical expertise required to support current and future DMHC OTI BI needs. Ensure that staff receives baseline training in current and new technologies, customer support, analytical and interpersonal skills. Obtain resources, internal and external, to augment resource demands and provide specialized expertise, as needed. Monitor, evaluate and manage performance of BI staff within State and departmental guidelines and procedures. Provide positive leadership and motivation to staff in order build and sustain a high-performing BI team. Provide proper recognition for meeting or exceeding expected performance, and diligent monitoring and management of staff performance issues. Report regularly to the CTO.

**5% (M)** Participate in special ad-hoc committees and projects. Perform special assignments and other related duties as required.

**SUPERVISION EXERCISED OVER OTHERS:**

Directly supervises BI staff.

**KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:**

The employee should be familiar with DMHC mission, goals, organizational structure, and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally, and confidentially with all internal and external customers and contacts. In addition, the employee must have:

All knowledge and abilities of the Information Technology Specialist II and Information Technology Supervisor II classifications; and

The knowledge of: A manager's responsibility for promoting equal opportunity in hiring and employee development and promotion and maintaining a work environment which is free of

discrimination and harassment; the department's Equal Employment Opportunity objectives; and a manager's role in Equal Employment Opportunity and the processes available to meet equal employment objectives.

**CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:**

The employee may have access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

**PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:**

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

**WORK ENVIRONMENT:**

The employee will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The employee will work in a secure office or cubicle and will regularly attend meetings and/or training outside of his/her assigned office. The employee will work in and/or visit offices located in a high-rise building accessed through elevators.

**POSITION REQUIREMENTS:**

This position requires the incumbent maintain consistent and regular attendance; conduct themselves in a highly professional manner; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

**ADDITIONAL REQUIREMENTS:**

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

**SIGNATURES:**

**The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.**

**Employee:** I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable*

*Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

**Supervisor:** I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date