**Department of Real Estate**

Position Duty Statement

RE 108 (rev. 07/20)

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| Employee’s Name |
| Classification TitleCareer Executive Assignment A | Division/Section/UnitInformation Technology |
| Working TitleChief Information Officer | Geographic LocationSacramento |
| Position Number414-140-7500-XXX | Effective Date  |

Under general direction of the Chief Deputy Commissioner, the Career Executive Assignment (CEA) Chief Information Officer (CIO), is responsible for directing, through subordinate managers, all Information Technology (IT) functions and oversees the development, implementation and maintenance of the Department’s IT program, including Information Security. The CIO functions as a key policy advisor to the Chief Deputy Commissioner and Commissioner of the Department on all IT matters and their related program impact. Duties include, but are not limited to, the following:

1. Specific Assignments [w/ Essential (E) / Marginal (M) Functions]

**35%** Plan, develop and implement policies and procedures relating to the Department’s IT program. Ensure effective enterprise management of IT policies and oversee the IT strategic planning, policy development, goal setting, ongoing support, and enhancement of the network of statewide technology systems within the Department. Develop and oversee IT governance and change management structure and conduct regular meetings regarding IT projects. **(E)**

**30%** Oversee Application Development, maintenance and support, Infrastructure Services, Enterprise Information System (EIS) support, Information Security, Database Administration, and LAN/WAN Desktop support. Responsible for the Department’s Enterprise Applications development, implementation, operations and enhancements for the portfolio of applications, including all legacy and newly implemented enterprise systems and upcoming IT projects. Analyze and distribute information collected and create in enterprise systems, web solutions and collaborative IT efforts with other governmental entities. Oversee the management and direction of technical staff and vendors engaged in network and IT operational support activities to install, upgrade, configure, troubleshoot, monitor and maintain customer hardware and software, including servers, storage, network, desktop and notebook computers. Establish technology operational performance standards, thresholds, service degradation remediation and disaster recovery protocols. Lead trend analysis of technical problems and pro-actively develop and manage customer performance requirements. Perform various direct supervisory and program administrative responsibilities including staff selectin and hiring; assign, monitor and review work activities; create staff development plans; evaluate performance; and manage IT service delivery and acquisition including procurement related activities. **(E)**

**25%** Oversee the development and updating of all IT project plans, including project objectives, technologies, systems, information specification, schedules, funding, resources, and staffing. Direct the efforts required to stabilize and strengthen IT, including security, network, storage, communication, wireless, hardware, software and infrastructure. Establish, operationalize, and improve processes and procedures designed to prevent, eliminate, and minimize customer service technological disruptions. Lead the effort to design, implement, maintain and evolve IT service catalogue offerings in support of operational objectives. Develop, maintain and improve service quality and customer support delivery targets. Implement and maintain IT asset and configuration management policies, standards, processes and procedures. Manage staff at a high level to increase efficiency. Provide regular performance metrics and balance IT resources to provide continuity of the Department’s efforts. **(E)**

**10%** Responsible for appraising and advising the Chief Deputy Commissioner and Commissioner and serve as a key policy advisor on highly sensitive, political, and complex technology issues and potential problems, including addressing the pros/cons of emerging technologies and examining their costs and benefits to the Department in terms of Return on Investment. Provide IT direction and consultation to the executive leadership team, Information Security Officer, IT management team, contractors, and program staff on all facets of IT policy, planning and management. **(M)**

1. Supervision Received

 The Chief Information Officer reports directly to, and receives the majority of assignments from, the Chief Deputy Commissioner; however, direction and assignments may also come from the Commissioner of the DRE.

1. Supervision Exercised

The Chief Information Officer directly supervises one Information Technology Manager I, two Information Technology Supervisor II and their subordinates, and one Information Technology Specialist II (Information Security Officer).

1. Administrative Responsibility

The Chief Information Officer manages the workload of the statewide Information Technology Services Program and ensures that supervisors assign work priorities, evaluate job performances and adequately train staff in order to effectively perform assigned duties. Ensures compliance with all mandates as set forth by the Legislature, with respect to the qualification and issuance of a California real estate license, and directs the implementation and execution of Department policies and procedures and manages the day-to-day operations at the Department. Ensure programs are conducting business as efficiently and effectively as possible.

1. Personal Contacts

The Chief Information Officer will be responsible for maintaining professional communication and conduct when communicating with DRE employees, supervisors, managers and leaders; with control agencies staff, Agency and Governor’s Office staff, union representatives, other State department employees and the public.

1. Actions and Consequences

Failure to effectively perform the duties of the position could result in incorrect or incomplete information disseminated to management, staff, public and control agencies. This could also result in illegal personnel actions and the inability of DRE management to meet its mission and objectives. Errors could result in placing the DRE at risk for grievances, legal actions and possible loss of delegation.

1. Functional Requirements

The Chief Information Officer is a Work Week Group E employee and is expected to work an average of 40 hours per week each year, and may be required to work specified hours based on the business needs of the office. The incumbent works in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone are essential. The employee must be able to remain in a stationary position 50% of the time, and must occasionally move about inside the office to access files and documents from the file cabinets and office machinery (i.e. printer, fax machine, copy machine).

1. Other Information

The Chief Information Officer is expected to travel occasionally, when necessary to attend training or meetings. The incumbent must possess good communication skills, good writing skills, use good judgement in decision-making, exercise creativity and flexibility in problem identification and resolution, manage time and resources effectively, and be responsive to management and DRE needs. The incumbent is responsible for maintaining the security and confidentiality of any forms or documents that contain Social Security Numbers they may access in the course of their duties.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

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Employee’s Printed Name – Classification

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

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Supervisor Signature Date

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Supervisor’s Printed Name – Classification

**New: 07/2021**