



# DEPARTMENT OF MOTOR VEHICLES POSITION DUTY STATEMENT

705-7500-001

**ACTIVE**

CURRENT  
 PROPOSED

1. DIVISION Information Systems Division		2. REGION OR BRANCH	
3. REPORTING UNIT NAME ISD Deputy Director		4. POSITION CITY Sacramento	
5. CLASSIFICATION TITLE CEA C		6. WORKING TITLE Deputy Director, ISD/Chief Information Officer	
7. POSITION NUMBER 705-7500-001		8. PREVIOUS POSITION NUMBER	
9. CBID/BARGAINING UNIT M01	10. WORK WEEK GROUP E	11. TENURE CEA	12. TIME BASE Full Time

13. CONFLICT OF INTEREST CLASSIFICATION (GOV. CODE 87300, ET SEQ.)?  Yes  No  
 This position is designated under the Conflict of Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

14. CPC ANALYST APPROVAL **S. Mendoza** 15. DATE APPROVED **10/19/2021**

Effective on the date indicated, the following duties and responsibilities were assigned to the position identified above.

**16. DIRECTION STATEMENT AND GENERAL DESCRIPTION OF DUTIES**

Under the administrative direction of the Directorate, Department of Motor Vehicles (DMV), the Deputy Director-Information Systems Division (ISD)/Chief Information Officer (CIO), provides leadership and policy direction for ISD and sponsorship of DMV Modernization programs. The Deputy Director is the principal policy maker for DMV's information technology (IT) programs, ensuring the department's policies are implemented and business and IT strategies are aligned to maximize business performance and to increase overall efficiency of DMV's systems.

**17. ESSENTIAL/MARGINAL FUNCTIONS**

Relative % of time required  
(in descending order)

As a member of the DMV's Executive Management Team, the Deputy Director/CIO is the principal advisor to the Directorate, the California State Transportation Agency, and the Administration regarding the overall direction of the DMV's IT programs. Responsibilities include:

40% **Policy Development and Implementation:**  
 Develops and implements department-wide IT policies, standards, and processes that directly impact the DMV's IT programs and influence departmental operations, DMV's modernization initiatives, as well as other governmental and private entities. Influences IT policy decisions in conjunction with the Directorate and other Deputy Directors. Develops and implements IT strategies related to the alignment of IT with the DMV's business direction and objectives. Acts as primary contact for IT matters to the California Department of Technology (CDT) and the Department of Finance (DOF), and regularly influences statewide IT policies and standards.

25% **Internal Program Management:**  
 Directs IT operations and budgeting within the DMV/ISD, including all developed solutions, maintenance and operation of departmental computing facilities, execution services, and large-scale print services. Through intermediary managers and staff, plans, organizes, and directs activities associated with support and maintenance of systems and computing facilities which includes over 300 remote and headquarters locations. Identifies, evaluates, and explores the use of new technologies to better serve the DMV and its customer-base. Provides project management oversight of major IT initiatives including legislative costing and BCP (IT) development and approval.



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15% **IT Governance:**  
Directs the daily operation of the DMV infrastructure, systems maintenance, and development activities in support of the vast inventory of systems and software. As a member of the Enterprise Governance Council (EGC), provides expert advice on critical technology issues that impact DMV programs. Makes independent decisions and provides input and direction to all operational areas.

10% **Executive Interaction:**  
Represents the division in executive management meetings. Serves as a member of the DMV's executive management team, reviewing decisions and making recommendations to executive staff on enterprise-wide policy and procedural issues. Serves on or chairs special task forces or working groups as designated by executive staff. Provides advice and makes presentations as needed to executive staff on issues relevant to IT and enterprise project initiatives.

5% **External Program Management:**  
Represents the DMV in ongoing contacts related to technology issues with federal, state, local, and non-governmental entities such as the Department of Justice (DOJ), the Department of General Services (DGS), the Legislative Analyst's Office (LAO), the Department of Finance (DOF), and the Association of American Motor Vehicles Administrators (AAMVA). Oversees the management of all IT consultants associated with the division. Represents the DMV in external work groups and task forces on IT related matter.

5% **Other duties as required:**  
Ensures the DMV's technology is in compliance with the policies and procedures established by the data owners and the Chief Information Security Officer (CISO). Advises the data owners and the CISO of control vulnerabilities and provides recommendations for alternatives to enhance data security and integrity of existing systems. Implements the technical means to preserve the integrity and security of the DMV's information assets and manages the risks associated with those assets.



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### 18. SUPERVISION RECEIVED

The Deputy Director/CIO - ISD, reports to and receives administrative direction from the DMV Directorate.

### 19. SUPERVISION EXERCISED AND STAFF NUMBERS

The Deputy Director/CIO directly supervises the work of (4) CEAs and (1) Assistant Division Chief/Program Manager and indirectly supervises over 500 employees through subordinate DMV managers. The Deputy Director also oversees the DMV Modernization Program, the Digital Experience Platform (DXP), and mission critical suppliers providing managed services including solutions from AWS, Salesforce, Microsoft, and Comcast.

### 20. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Incumbent 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 incumbent 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

### 21. SPECIAL REQUIREMENTS AND DESIRABLE QUALIFICATIONS

Incumbents must possess the ability to perform high administrative and policy-influencing functions effectively. Such overall ability is demonstrated by the following more specific knowledge and ability requirements:

(a) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's equal employment opportunity objectives; and a manager's role in the equal employment opportunity program.

(b) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's equal employment opportunity objectives.

These knowledge and abilities are expected to be obtained by way of broad administrative or program management experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

### 22. PERSONAL CONTACTS

Will interact with the Directorate, departmental staff, governmental agencies, other state agencies, law enforcement, stakeholders, and the public by phone, e-mail, in-person, mail and virtual channels. Interactions may involve general, confidential, sensitive and/or technical information regarding DMV operations.