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| duty statement |
| Class TitleCEA B, Chief | Position Number802-330-7500-002 |
| COI Classification[x]  Yes | [ ]  No |
| Unit      |
| Section      |
| Branch      |
| DivisionBusiness Operations Technology Services Division |
| This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing) 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. |
| **Job Summary:** Under the general direction of the Chief Information Officer / Deputy Director for Enterprise Technology Services (ETS), the Chief, Business Operations Technology Services Division (BOTSD), plans, organizes, directs, and evaluates the activities of approximately 300 staff, in addition to varying numbers of consultants. This position is a key member of the ETS executive team. This position is responsible for leading information technology (IT) infrastructure operations for a complex enterprise; ensuring the security of the DHCS technology environment; leading enterprise application operations, design, and operations of critical state business applications; leading management of critical data warehouse, analytics, and reporting systems; leading delivery of critical customer support services; driving solution architecture for the enterprise; leading IT operations governance processes; supporting varied customers in support of departmental business needs. A key focus is supporting the Department achieve strategic and tactical outcomes through the interactions between architecture, systems, projects, vendors, and state teams. The Chief, BOTSD, is a member of DHCS’ Executive Staff and subject to the Department’s Conflict of Interest Code and filing a Statement of Economic Interests (Form 700). |
| **Supervision Received:** Deputy Director for ETS/Chief Information Officer |
| **Supervision Exercised:** Four Information Technology Manager IIs; one Information Technology Manager I; three Information Technology Specialist IIIs; and one Staff Services Analyst.**Description of Duties:** The Chief, BOTSD, is responsible for formulating policy and adopting processes related to enterprise policy development, implementation, and maintenance in the areas of IT infrastructure, business application support, business application development, IT customer service delivery, data infrastructure, solution architecture, and IT governance. This position has full responsibility for policies and procedures related to all aspects of IT infrastructure, business application lifecycle and support.This position has leadership responsibility for functions that are carried out under the management for the Cloud Business Solutions Branch (CBSB), the Customer Support Branch (CSB), the Eligibility Applications & Support Branch (EASB), the Enterprise Business Solutions Branch (EBSB), and the Data Support Service Section (DSSS). The CBSB is responsible for managing cloud business applications, administrative systems, network infrastructure and vendor application support. The CBSB manages the DHCS network and interactions supporting critical business systems and the many vendor interactions that support DHCS. The CSB is responsible for managing customer support and services. The CSB leads IT Service Management responsibilities and manages critical customer support interactions. The EASB is responsible for managing business analysis, application development, integration and interfaces for critical eligibility applications. The EASB leads the support and enhancement of the Medi-Cal Eligibility Data System (MEDS), a critical part of California’s health infrastructure. |
| The EBSB for managing behavioral health systems, financial systems, and server infrastructure. The EBSB leads the support and enhancement of critical systems that support behavioral health and managed care services.The incumbent is a key member of the ETS Executive Team and is responsible for leading ETS to support Department success. This position contributes toward the growth and development of ETS through support of ETS strategy and participation throughout the program. |
| **Percent of Time Essential Functions**30% Plans, organizes, and directs the development and implementation of technology in support of DHCS business strategy. Develops and implements technology strategy in support of DHCS business strategy. Oversees and monitors progress, scope, and costs of new and existing IT systems. Develops, recommends, and enforces IT policies and practices to support the technology strategy and direction to protect and efficiently manage DHCS IT systems and data. 30% Provides leadership and guidance to subordinate managers and staff to ensure the effective and efficient delivery of services that are consistent with DHCS and ETS goals and priorities. This includes working with DHCS executives and program managers, other State and federal agencies, the Legislature, and counties to assess needs, establish priorities, design solutions, acquire and assign resources, and implement IT systems that meet the DHCS business functions in the delivery of health care services statewide. Develops and influences IT policy development for DHCS in the areas of IT Service Management, application development and support, IT infrastructure, and current/future technology.20% Leads and directs IT governance in support of business and technology strategy. Manages and supports various committees and boards to ensure DHCS systems are aligned to strategic directions, maintain and enhance appropriate and necessary security, developed and built as part of an enterprise-focused design, and follow appropriate change management policies. Participates as a key member of DHCS enterprise governance and provides critical support and information to business leaders in support of governance decisions.15% Participates as part of the ETS Executive Team to support all divisions within ETS and the overall delivery of ETS strategy, goals, and objectives. Develops direction, policy, and culture that promotes the success of ETS as a key program area within DHCS. Represents ETS/DHCS with customers and stakeholders on a variety of issues and activities. |
| **Percent of Time Marginal Functions**5% Other duties as required. |

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| Employee’s signature | Date |
| Supervisor’s signature | Date |