CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
DIVISION OF ENTERPRISE INFORMATION SERVICES

DEPUTY DIRECTOR, OPERATIONS AND SUPPORT
CEA LEVEL C
065-620-7500-001

DUTY STATEMENT

The California Department of Corrections and Rehabilitation (CDCR) and the California Correctional Health Care Services are committed to building an inclusive and culturally diverse workplace. We are determined to attract and hire more candidates from diverse communities and empower all employees from a variety of cultural backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts to increase representation at all levels of the Department.

Under the general direction of the Director, Division of Enterprise Information Services (EIS), the Deputy Director, Operation and Support, will represent EIS by communicating the EIS vision, setting and measuring goals, and strategic planning. The Deputy Director provides direct and indirect supervision for all information technology (IT) staff throughout CDCR and is responsible for the management, operations, enhancement, and continuous system improvements of the statewide technology systems in support of the operations and management of CDCR.

Duties include, but are not limited to:

35%   Responsible for the formulation, implementation, and evaluation of departmental policies and programs, relating to enterprise technology operations. Ensures existing and future State Chief Information Officer (CIO) IT policies are deployed statewide throughout CDCR, including compliance with all guidelines and directives. Interprets legislation; and advises and represents CDCR and the EIS Director in the deployment of IT policy. Ensures compliance with statewide policies. Provides statewide IT leadership in collaboration with control agencies and other state CIOs, while enforcing departmental IT policy statewide in support of the mission, goals, and objectives for IT operational areas. In addition, responsible for the EIS strategic plan and vision, and is the principal policymaker for operational policies specific to IT systems and applications. Implements statewide policies and procedures related to CDCR IT systems, while interacting and collaborating with the California Correctional Health Care Services, federal and state agencies, local jurisdictions, private correctional service providers, and representatives of the State Legislature. Leads negotiation of sensitive and controversial policy issues for CDCR.

35%   Oversees the operations and production support for the largest, most critical systems and the infrastructure they run on. EIS oversees over 90 applications in support of CDCRs mission, some of which are linked to other state, county, and local systems. Oversees the application operations, enterprise network, end user devices, data information collection, integration, analysis, and dissemination, and the IT operations processes within CDCRs adult institutions, Division of Juvenile Justice facilities, and Parole. Evaluates new technology concepts in all areas of operations and statewide support and develops, implements, and recommends policies in support of business operations for CDCR and federal and local jurisdictions.

30%   Maintains executive management responsibility for planning, coordinating, directing, and overseeing the operations of services within EIS, and works collaboratively with stakeholders to improve technology based services within CDCR as well as statewide. Provides leadership and perspective to transform processes, information, application systems, and technologies into an efficient and integrated environment that supports execution of EIS' business strategy as well as CDCRs mission. Recommends, reviews, and authorizes plans for the growth and maturation of employees and ensures managers, supervisors and staff, are focusing on the business outcomes affected by technology and not just the technology itself; i.e.: safety, offender rehabilitation, cost containment, and business operations improvement.