

STATE OF CALIFORNIA
 CALIFORNIA DEPARTMENT OF AGING
DUTY STATEMENT
 CDA 9003 (REV 06/2019)



See CDA 9003-I for Instructions

1. INCUMBENT VACANT	2. EFFECTIVE DATE (MM/DD/YYYY) 07/01/2021
3. DIVISION Division of Administrative Services	4. UNIT NAME Enterprise Technology Branch
5. CLASSIFICATION C.E.A. Level B / Chief Information Officer	6. POSITION NUMBER 797-620-7500-XXX

7. SUPERVISOR'S STATEMENT: *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Thomas Cameron		

8. EMPLOYEE'S STATEMENT: *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
VACANT		

You are a valued member of the department's team. You are expected to work cooperatively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you.

9. DESCRIPTION

Under the general direction of the California Department of Aging's (CDA) Deputy Director, Division of Administrative Services (a C.E.A. Level B), the Chief Information Officer (CIO) serves as a member of the department's Senior Leadership Team; participates in program planning; policy formulation, evaluation, and implementation; organizational coordination and control; and fiscal and personnel management.

The CIO will be responsible for facilitating the implementation of an enterprise Customer Relationship Management (CRM) system for the aging network; ensuring interoperability with other systems that contain aging and disability data; creating public dashboards for transparency of aging data; helping to establish contact centers, including call services and websites, for access to aging and disability information and services; ensuring the department's information technology (IT) systems remain in compliance with federal and State statutory and regulatory requirements; ensuring that IT systems and the data contained within those systems adheres to federal and State security requirements; overseeing all efforts related to the operation and management of the department's core IT systems and new CRM system.

45% Responsible for the leadership of the CDA Enterprise Technology Branch (ETB) and the effective and efficient development, implementation, maintenance, and operations of all CDA automation systems. Responsible for leading the development of CDAs new CRM system, bringing all aging service

providers (state and local) under one, unified system; working collaboratively across the department to create user-friendly public dashboards; development and implementation of consumer contact center technology to enable better public access to aging services; ensuring interoperability of CDA systems with other systems that contain aging and health data including state, local, and private health and social services systems; and collaborating with stakeholders (internal and external) to ensure CRM project success. Responsible for organizational oversight and development of staff in ETB. Oversees ongoing maintenance and improvement of all CDA systems, tools, and applications, to improve the efficiency and effectiveness of the systems for all users. Keeps up-to-date with latest IT practices and innovations and leverages these innovations to improve the functionality the department's IT systems and services delivered to department's Area Agencies on Aging, Aging and Disability Resource Connections, other local program partners, and CDA staff. Ensures effective and reliable data exchange with federal, State, local and private partners. Ensures effective and timely communication to the CDA Executive Team, control agencies, and Aging network partners and providers. Ensures the security of confidential customer data contained in departmental IT systems. Implements CDA Strategic Plan goals for ETB and supports plan goals with IT dependencies for other parts of the organization. The CIO is responsible for developing tools and policies, in conjunction with program and policy/research leadership and staff, on mandated data collection for the department's aging and disability programs; this also includes the development and maintenance of CDA's data dashboards (internal and external) to facilitate data-driven policy and decision making.

25% Responds to requests from the California Department of Technology (CDT), the California Health and Human Services (CHHS) Agency Information Officer (AIO) and the Department of Finance related to the IT functions of the CDA and ETB. Ensures CDA and ETB policies and procedures remain in compliance with federal and State mandates.

15% The CIO will also collaborate with CDT, CHHS-AIO, CHHS Center for Digital Insights and Innovation, CHHS IT Governance Council, and the Governor's Office for Digital Innovation to promote data sharing and interoperability among state systems, greater transparency of state-level data, and also leverage proven practice, resources, and approach when developing innovative solutions to IT or data issues.

10% Prepares briefings and reports and makes presentations to CHHS, the Governor's Office, the Legislature, Office of Technology Services, CDT, federal officials, network partners and providers, and aging services stakeholder organizations. Represents the Director and/or Deputy Director at mission-critical meetings and in hearings.

5% Participates on special committees on behalf of the Directorate related to the modernization of the aging network and development and implementation of new tools, systems and applications in support of those modernization initiatives.