

## State of California - Department of Social Services

**DUTY STATEMENT**

EMPLOYEE NAME:

CLASSIFICATION:

CEA B, Deputy Director

POSITION NUMBER:

800-700-7500-002

DIVISION/BRANCH/REGION: *(UNDERLINE ALL THAT APPLY)*

Information Systems Division

BUREAU/SECTION/UNIT: *(UNDERLINE ALL THAT APPLY)*

SUPERVISOR'S NAME:

Salena Chow

SUPERVISOR'S CLASS:

Chief Operating Officer

SPECIAL REQUIREMENTS OF POSITION *(CHECK ALL THAT APPLY)*:

- Designated under Conflict of Interest Code.
- Duties require participation in the DMV Pull Notice Program.
- Requires repetitive movement of heavy objects.
- Performs other duties requiring high physical demand. *(Explain below)*
- None
- Other *(Explain below)*

Fingerprint Background Check Required

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S SIGNATURE

DATE

**SUPERVISION EXERCISED** *(Check one)*:

- None  Supervisor  Lead Person  Team Leader

**FOR SUPERVISORY POSITIONS ONLY:** Indicate the number of positions by classification that this position DIRECTLY supervises.

2- CEA-A, 2 - ITM IIs, 1 IT Specialist I, 1 - Executive Assistant

Total number of positions for which this position is responsible: 246

**FOR LEADPERSONS OR TEAM LEADERS ONLY:** Indicate the number of positions by classification that this position LEADS.

MISSION OF ORGANIZATIONAL UNIT:

The Information Systems Division (ISD) provides Information Technology (IT) vision and leadership to the California Department of Social Services (CDSS). It develops and implements IT policies to support and enhance access to information and data so the Department's programs and operations can achieve their business goals, provides advice and guidance to the Directorate on the Department's sponsorship of large state/county IT projects, coordinates and monitors the Directorate's oversight of the project sponsorship activities and represents the Department in high level statewide IT initiatives.

---

---

**CONCEPT OF POSITION:**

Under the general direction of the Chief Operating Officer, the CEA B position is responsible for providing vision and leadership to the Information Systems Division (ISD) and direction for how the Department uses Information Technology (IT). The CEA B position administers ISD's strategic planning process, and develops and implements IT policies to meet the needs of the California Department of Social Services (CDSS). Additionally, the CEA B position provides advice and guidance to the Directorate on the Department's sponsorship of large state/county IT projects, coordinates and monitors the Directorate's oversight of the project sponsorship activities and represents the Department in high level statewide IT initiatives.

**A. RESPONSIBILITIES OF POSITION:**

30% Provides leadership in the executive oversight of departmental policy and multiple departmental technology projects. Directs the Department's IT Strategic Plan and the CDSS Executive IT Governance process, including development of common goals that align with the Department's strategic priorities and operational plans for various business units. Provides leadership in the Department's communication strategy pertaining to IT. Oversees IT operations, infrastructure development, security, maintenance, procurement, and support.

20% Provides advice and guidance to the Directorate on the Department's sponsorship of large state/county IT projects such as the child care data landscape, Facilities Management System, Child Welfare Services – California Automated Response and Evaluation System, State Automated Welfare System, State Verification Hub, etc. Strategic partner with the Research, Automation, and Data Division and various Program Divisions within the Department to provide IT project planning, design, development, and oversight. Provides consultation to CDSS programs on smaller IT solutions and options to meet business needs.

20% Plans, organizes and directs the interactive communications between CDSS and the CHHS Agency Information Office and the Office of Systems Integration on IT policy. Represents the Department in negotiations and the development of resolutions for Agency and Statewide IT issues through participation in IT counsels, including CHHSA Chief Information Officer Meetings, Agency Advisory Counsel, the California Department of Technology portfolio briefings, meetings with Department of General Services, and Department of Finance budget briefings.

15% Setting goals and objectives for the Division that are consistent with the Department's mission and guiding principles; establishing workload priorities to meet the needs of the Department; organizational, strategic, and workforce planning; securing the appropriate staffing levels and classifications to meet the demand and obtaining the necessary tools (training, computer hardware and software, IT infrastructure and architecture, etc.) to effectively support the Department's workforce. Establish performance metrics, project and workload tracking, and other mechanisms to inform decision-making processes.

10% Meets and confers with state and county organizational representatives, and technical staff on IT policy issues, IT vendors on project development and implementation issues, and program stakeholders. Builds and maintains relationships with oversight agencies, internal program customers, and external partners and stakeholders.

5% Other duties as assigned or needed.

---

---

B. SUPERVISION RECEIVED:

The CEA B reports to and receives general direction from the Chief Operating Officer of the California Department of Social Services, who ensures he/she is sufficiently aware of Departmental goals and policies to support them through the Division's and department's activities.

C. ADMINISTRATIVE RESPONSIBILITY:

The CEA B has administrative responsibility over a workforce of approximately 250 in the Information Systems Division of the CDSS, and growing as the Department expands its programs that require an IT component and project oversight. The CEA B has oversight of all management functions of the Division, including maintenance of Division and Department policies and procedures, organizational structure, staffing and resources, and ensuring diversity, equity, and inclusion.

D. PERSONAL CONTACTS:

The CEA B is a member of the Executive Management team, and has frequent contact with the Directorate and other executive managers to report on Division activities and policies, and to provide advice and direction. He/she also represents the Department in contacts with the California Health and Human Services Agency, California Department of Technology, State Office of Information Security, County Welfare Departments, County Welfare Directors Association, Department of Finance, federal government, entities performing IT audits, and a variety of vendors for technology and IT services. The CEA B also serves as a strategic thought partner in data and IT planning initiatives and projects with the Research, Automation, and Data Division and program partners in various Divisions.

E. ACTIONS AND CONSEQUENCES:

As the Chief Information Officer, the CEA B exercises judgment in making decisions affecting all aspects of the Department's information technology. Good judgment and sound decision-making competency are necessary to maintain the Division's and department's morale and effectiveness, protect the program and policy-making processes, and advance the Department's ability to achieve its objectives. The ISD provides customer services to nearly 5,000 CDSS employees across the state. This position involves tremendous responsibility over IT security management, project oversight, and working with vendors, researchers, and state partners on data access to highly confidential information. The timeliness of implementation and response and consequences of action pose significant impacts to the Department's oversight and delivery of social services programs to millions of Californians and program beneficiaries across the state. Failure in execution may also result in fiscal penalties and risk to the Department's delegation and authority.

F. OTHER INFORMATION:

The mission of CDSS is to serve, aid, and protect needy and vulnerable children and adults through an array of safety net and emergency response programs and the delivery of social services to more than eight million people throughout the state, in partnership with the 58 counties and local service providers. Our programs include, but are not limited to, CalWORKs and CalFresh, Housing and Homeless Assistance, Child Care and Development, Foster Care and Child Welfare Services, Adult programs, Emergency Sheltering and Disaster response, licensing of community care facilities, Disability Determinations, Equity programs, and more. Information technology is embedded in all aspects of our operations, with emphasis on innovation and new technology solutions to improve service delivery and program oversight and support. The Chief Information Officer, CEA B, is an integral leader in connecting IT to meet the business needs and ensure successful execution of the Department's mission and objectives.