



Classification: Career Executive Assignment / CEA (B)

Position Title: Deputy Chief Information Officer – Strategic Initiatives

Position Number: 801-130-7500-001

Division/Branch: Information Technology Division/Technology Solutions & Program Management Branch

Location: Sacramento County

Job Description Summary

Under general direction of the Chief Information Officer (CIO), the Deputy Chief Information Officer - Strategic Initiatives (Deputy CIO) leads the Information Technology Division's Technology Solutions & Program Management Branch. The Deputy CIO is responsible for updating and implementing Covered California's IT strategic plan, in addition to rendering policy advice to executive leadership and implementing IT policy throughout the organization. Major responsibilities include but are not limited to: serving as the primary California Healthcare Eligibility, Enrollment, Retention Systems (CalHEERS) liaison, as well as the oversight of the system development life cycle, IT solutions, Enterprise Project Management Office (EPMO), and technology innovations, all of which play a critical role in achieving the mission of Covered California. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

The Deputy Chief Information Officer – Strategic Initiatives (Deputy CIO) will be responsible for developing and implementing the Covered California's IT Strategic Plan.

20% (E)

The Deputy CIO will act as the primary liaison to CalHEERS for Covered California, which will include working across all Covered California programs and working with stakeholders to identify business initiatives, define policies for prioritization, provide oversight of the interagency agreement between Covered California and the Office of Systems Integration (OSI), lead Covered California's CalHEERS Product Council, and serve as the primary negotiator for Covered California on contract-related issues and on the project's governance committees in conjunction with OSI, Department of Health Care Services (DHCS) and the Statewide Automated Welfare System Directors.

20% (E)

The Deputy CIO will oversee business analysis, application development and data management and analysis which comprise the mission critical applications for Covered California. The Deputy CIO will be responsible for the development of policies relating to all aspects of the system development life cycle (design, development, testing, implementation), particularly as it related to system development using agile methodologies and will ensure appropriate compliance and oversight of these functions.

20% (E)

The Deputy CIO will oversee the EPMO. The Deputy CIO will establish policies for project management including policies for IT portfolio, IT planning, project control, project execution, and project closeout. The incumbent will provide oversight for all projects within the EPMO utilizing both waterfall and agile methodologies. The Deputy CIO will provide

dashboards of the project portfolio and determine corrective actions to bring projects into compliance. The Deputy CIO will make policy level decisions on which technologies to adopt and what the Covered California standards will be when there are competing solutions for a given business case. The Deputy CIO will also oversee and review committee recommendations for exceptions to existing IT policy and standards and must carefully weigh the programmatic needs for alternative technologies versus the efficiency gained through standardized processes. The Deputy CIO's policy direction must be adaptable to the rapidly changing technology landscape. Additionally, the Deputy CIO will advise the CIO and executive leadership on the pros and cons of emerging technologies and examine their costs and benefits to the Department in terms of Return on Investments.

20% (E)

The Deputy CIO will oversee data management and analysis, a core pillar of the success of Covered California. The Deputy CIO will be responsible for developing policies surrounding the development and implementation of Open Data portals and secure data sharing and a strategy supporting the transformation of data into actionable insights across Covered California's business divisions.

10% (E)

The Deputy CIO will represent the Covered California with advocate groups representing consumers, workers, and health plans for the development, design, and implementation of Covered California IT solutions. The Deputy CIO will be responsible for ensuring policies are interpreted and implemented correctly in the IT systems. The Deputy CIO will also represent the Covered California at a national level with other state-based exchanges and federal partners including the Centers for Medicare and Medicaid Services (CMS), Internal Revenue Service (IRS), and Department of Homeland Security (DHS).

10% (M)

The Deputy CIO will work with the CIO and Chief Technology Officer (CTO) to establish policies around Covered California's efforts to build relationships with other state-based marketplaces and implement opportunities to leverage IT solutions across these entities nationwide. The incumbent formulates policy around Covered California's IT innovations and has decision-making authority for increased efficiency and effectiveness related to departmental enterprise and integrated statewide technology initiatives and solutions. The Deputy CIO is responsible for appraising and advising the Executive Director, the CIO, and the CTO on highly sensitive, political, and complex technology issues and potential problems. The Deputy CIO provides technology direction and consultation to the executive leadership team, Information Security and Privacy Officer, IT management team, contractors, and program staff on all facets of IT policy, planning, and management.

Scope and Impact

a. Consequences of Error: The consequences of the Deputy CIO's policy making are far reaching due to the critical nature the IT systems play in carrying out Covered California's mission. Poor policy decisions can result in media scrutiny, especially where there is a direct negative impact to consumers seeking services from Covered California. Such impacts can also result in litigation and audits where consumers or other business partners of Covered California lose services, income, or revenue because of poor decisions relating to the systems, data, or projects under the direct control of the Deputy CIO.

b. Administrative Responsibility: The Deputy CIO is responsible for the management of the Technology Solutions & Program Management Branch within the Information Technology Division and all activities performed by staff within the branch. The incumbent will develop policies for establishing funding levels for the CalHEERS system as it relates to overall revenue received from CalHEERS operations. In total, the Information Technology Division's Technology Solutions & Program Management Branch has an operating budget of \$30 million.

c. Supervision Exercised: This position will directly supervise one Information Technology Manager (ITM) II and two ITM Is, while indirectly supervising two ITM Is, 12 IT Specialist IIs, 24 IT Specialist Is, and two IT Associates.

d. Internal Personal Contacts: Executive Director, Chief Information Officer, other members of the Executive Leadership Team, divisional Directors and Deputy Directors, divisional staff, direct reports, and Covered California staff.

e. External Personal Contacts: Other California state departments including Department of Managed Healthcare, Department of Health Care Services, Department of Insurance, Department of Social Security, and the Office of Systems Integration. Federal departments including Health & Human Services Agency, the Centers for Medicare and Medicaid Services, Internal Revenue Service, and Department of Homeland Security. Health plans, legislative staff, consumers, stakeholders, 3rd party vendors, and other state-based exchanges.

Physical and Environmental Demands

WORK ENVIRONMENT: Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS: The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are needed; Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

a. Schedule: The incumbent must maintain normal and consistent work hours, averaging 40 hours per week. Work in excess of 40 hours per week is expected when necessary to complete assignments in a timely manner.

Monday - Friday, 8:00 AM - 5:00 PM are core business hours.

b. Travel: May travel up to 10% of the time to satellite offices and for offsite meetings, trainings, and conferences.

c. Other: N/A