DUTY STATEMENT

Class Title Information Technology Manager II | Cloud Business Solutions Branch Chief	**Position Number** 802-354-1406-001

COI Classification

☒ Yes   ☐ No

Unit

Section

Branch
Cloud Business Solutions

Division
Business Operations Technology Services

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) in dealing with public entities and state staff; develop and maintain current knowledge and skills related to tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Job Summary: Performs functions in the Business Technology Management domain. The Information Technology Manager II (ITM II) is the Chief of the Cloud Business Solutions Branch (CBSB) within the Department of Health Care Services (DHCS) Business Operations Technology Services (BOTSD) Division. The ITM II manages, directs, and oversees the highly complex and technical operations of four sections: Vendor Application Support Sedtion, Cloud Business Application Section, Network Infrastructure Section and Healht Plan Information Processing Section. The CBSB provides statewide support to the Medi-Cal information systems of all 58 California counties, Medi-Cal partners, Medi-Cal providers, and Medi-Cal eligibility workers. The ITM II is responsible for the implementation of all aspects of information technology (IT) policies, planning, and management of the Department's IT infrastructure and enterprise services to ensure proper design, development, implementation, security, and maintenance of enterprise services.

Supervision Received: This position follows the broad administrative and policy direction established by the Division Chief, CEA B of the BOTSD.

Supervision Exercised: This position directly supervises IT Manager I's.

Description of Duties: Responsible for managing, directing, and controlling the planning, development, and maintenance activities of the Department's IT enterprise functions, consisting of the department's enterprise network, servers, storage, virtualization services, application development and maintenance to achieve economical, efficient and effective IT support for the department's business operations. Provides leadership and direction for managers, professional, and technical staff. Engaged in IT policy development and implementation; oversees the maintenance and operations of the department's IT enterprise systems. Provides leadership in strategic and tactical planning, workforce and succession planning. Advises the Department Chief Iinformation Officer, BOTSD Chief, Information Security Officer, Program Management Officer, and the Program and Executive Staff on matters related to IT enterprise policies, technical topics and complex issues.

Percent of Time   Essential Functions

35% Enterprise Solution Support

- ▪ Maintains knowledge of current business and technological environments, developing alternative approaches and strategies into a unified architectural blueprint supporting migration into new cloud environments.

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- Formulate coordinated enterprise network services, enterprise technical services and computer operations strategies to meet departmental goals.
- Evaluate productivity and performance of information technology as currently implemented and recommend cost-effective technical changes incorporating technology best practices and developments from the private sector, as well as, local, state and federal government departments and agencies.
- Research new developments in information technology; analyze hardware and software packages; evaluate existing hardware and software; make recommendations for changes to existing equipment and the procurement of new equipment and software.
- Reviews analysis of future technology and operational capacity needs, utilizing input from staff, clients, peers, and independent research in accordance with the direction provided by the BOTSD Chief and executive management; assures compliance with applicable sections of government code and IT policy and regulations set forth in the State Administrative Manual, Statewide Information Management Manual, IT Management Memorandums, IT Policy Letter and IT Budget Letters.

35% Information Technology Operations Management

- Plans, organizes, directs, monitors, and controls the activities of CBSB. These activities include but are not limited to the analysis, design, acquisition, installation, configuration, testing, implementation, and maintenance of the department's IT infrastructure and enterprise services consisting of the networks, servers, storage, backups, software deployment, web services, database administration, secure file transfer, and mainframe production support.
- Responsible for application interfaces operations and design with numerous other applications required in determining Medi-Cal eligibility and the proper payments for medical services.
- Establish IT enterprise standards and adopt best practices to deliver the highest level of IT services to customers.
- Reviews, guides, conducts, and writes analysis and reports related to IT enterprise service trends and best practices in order to maintain operational readiness.
- Prepare annual branch budget that aligns with the department and division priorities and policies.

25% Collaboration & Strategy.

- Provides leadership in leading and facilitating complex, mission critical projects, solution development, active participation in and leading multi-disciplinary work teams using negotiation and group facilitation skills to move initiatives forward while meeting the needs of a variety of business customers.
- Communicate technical concepts surrounding information technology strategies, problem solutions, and project progress in a timely manner using terms and language understandable within the program areas.
- Participate on committees to formulate, revise, and propose technology policies and procedures that are consistent with the State's IT governance model to ensure compliance with laws, regulations, and State IT policies, procedures, and guidelines.
- Collaborates with business areas, other departments, agency, counties and providers to ensure the success of IT projects and system integration efforts.
- Conducts, attends, and participates at various steering committee meetings and briefings with Statewide Departmental Executives, including the Executive level management and staff from the Department of Finance and the Legislature for project sponsorship and direction.

Percent of Time   Marginal Functions

5% Other Duties

The ITM II performs other duties as required.

Employee's signature	Date
Supervisor's signature	Date