

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-036-7500-001				
UNIT NAME AND CITY LOCATED Information Technology Services Division, Infrastructure Section – Elk Grove		CLASSIFICATION TITLE Career Executive Assignment (CEA B)				
		WORKING TITLE Deputy Director, Information Technology Infrastructure Services				
		COI Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	WORK WEEK GROUP E	CBID M01	TENURE CEA	TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 8260 Longleaf Drive, Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
YOU ARE A VALUED MEMBER OF THE CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES' (CCHCS) TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.						
PRIMARY DOMAIN:						
Under the general direction of the Director, Information Technology (IT), the Deputy Director, IT Infrastructure manages the Network Services, Technical Security, TeleHealth, Server, Administration, and Mobile Phone Units. The incumbent will serve as a senior level manager within the California Correctional Health Care Services (CCHCS) IT organization and will have senior level management responsibility for planning, organizing, staffing, directing, and controlling all work functions within the assigned units. The incumbent will serve as the managerial lead for major network, data center and technical security initiatives for CCHCS. These functions include, but are not limited to, leading project requirements analysis, architectural development, general design, development, testing and implementation of all solutions on existing and target infrastructures.						
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use addition sheet if necessary)					
ESSENTIAL FUNCTIONS						
45%	Plans, conducts, and coordinates complex IT assignments. Manages staff in the planning, analysis, design, development and maintenance of technological solutions that are essential to the mission of the overall organization and/or affect a large number of CCHCS business areas. Develops, analyzes, and corrects all aspects of Request for Proposals, Feasibility Study Reports, Budget Change Proposals, Post Implementation evaluation and Reviews, as needed. Proposes and/or modifies service level agreements. Determines impact of data communication upgrades and coordinates the implementation of data communications services in the CCHCS production environments. Sets configuration standards and conventions. Acts as a managerial advisor/consultant to customers, IT staff, vendors and contractors. Provides expert guidance in the planning of network/technical security systems and provides guidance and direction to operations staff and management. Coordinates and ensures effective operations of complex multi-tier environments and approves configuration management changes. Provides vital input into high level policy and program decisions for IT services and routinely works with other high level administrators					

<p>30%</p> <p>10%</p> <p>15%</p> <p>5%</p>	<p>and influences broad policies and procedures. Oversight and development of all IT policies and procedures, including those with a Department wide impact.</p> <p>Oversees and manages infrastructure projects and ensures critical functions are addressed and completed. Advises management on system technical constraints, performance criteria and interoperability issues. Supports and leads solutions with service providers. Sets, agrees, and monitors achievements of performance targets. Coordinates with technical and user project managers to review development and maintenance components of project plans. Manages implementation and ensures all procedures are in compliance with the State Administrative Manual and the Department Operations Manual. Serves as managerial lead for the guidance of technical staff and coordinates and schedules work.</p> <p>Works cooperatively with the Department Director, Executive Board, Section Directors, managers, supervisors, Project Managers, vendors, and others to resolve problems utilizing meetings, demonstrations, presentations, and correspondence. Facilitates work assignments. Manages business relations with customers, providing a focal point for high-level communications between the customer and technical support staff. Collects, monitors and reports costs, schedules and benefits for Department data services projects. Develops and delivers presentations to IT staff and management as needed. Reviews and approves hardware/software installation procedures, migration/conversion procedures, backup/recovery plans and procedures and disaster recovery plans and procedures.</p> <p>Provides policy and procedural guidelines to subordinate staff with regard to equipment and software/hardware configuration. Develops and implements processes and procedures to provide and enhance IT services for CCHCS employees. Ensures IT processes and procedures are aligned with best practices. Remains current with new technologies and changes affecting IT policies and processes. Provides management reports to monitor and improve the service and quality of the Solutions Center.</p> <p>Other related duties as assigned including travel to assigned institutions.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p><i>Knowledge of:</i> Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the department's or agency's equal employment opportunity objectives; and a manager's role in the equal employment opportunity program.</p> <p><i>Ability to:</i> Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures, and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the department's or agency's equal employment opportunity objectives.</p>

DESIRABLE QUALIFICATIONS

Familiar with the global perspective of the Department's Health Care IT business enterprise. Must be familiar with electronic computer systems, data processing concepts, production operations, configuration management, and change control.

Have specific knowledge of all electronic data processing equipment and its capabilities and interfaces between hardware and software; and has experience managing or directing the configuration, installation, maintenance, troubleshooting and implementation of large network data and telecommunications systems.

Have management/supervisory skills, including communications skills, project management skills, and knowledge of IT services management. The incumbent must demonstrate the ability to work in a team environment.

Perform at the mastery level and have a thorough grasp of emerging industry trends, technical issues, system components, protocols and architectures. The incumbent is recognized as an expert in their area of specialization.

Demonstrate advanced leadership competencies. Additionally, the incumbent works closely with the Division's management team to develop tactical plans and process improvement initiatives directed at meeting the Department's business objectives and established performance measures. To be successful in this arena, the incumbent is expected to possess an advanced level of knowledge of the Department's mission and business functions; to understand process management characteristics of ownership, measurement control, optimization, continuous improvement, definition, design and documentation; to understand project management principles; and to be customer focused and service oriented.

Exemplar communication skills, both written and verbal and ability to produce positive results under pressure.

Special Personal Characteristics: Demonstrated ability to act independently; flexibility; tact.

Interpersonal Skills: Ability to lead by example and gain the respect of others.

Additional Desirable Qualifications: In appraising the relative qualifications of candidates for all levels, consideration will be given to the extent and type of experience related to the electronic data processing functions listed in the "Scope" of this specification and to the extent and type of pertinent education beyond that required under "Minimum Qualifications." Preferred additional education includes courses in public administration.

OTHER DOMAINS

Not applicable

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

Not applicable

<p>SPECIAL PHYSICAL CHARACTERISTICS Persons appointed to this position may be reasonably expected to exert up to 25 pounds of force occasionally and/or a negligible amount of force frequently or to constantly lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.</p> <p>SPECIAL PERSONAL CHARACTERISTICS Demonstrated ability to act independently; flexibility; tact.</p>		
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE