

## DUTY STATEMENT

Class Title <b>Information Technology Manager II, Chief Enterprise Architect</b>	Position Number <b>802-384-1406-001</b>
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COI Classification  
 Yes       No

Unit

Section

Branch  
**Enterprise Strategy and Services**

Division  
**Information Technology Strategy Services**

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave and conduct.

**Job Summary:** Under the administrative direction of the Information Technology (IT) Strategy Services Division (ITSS), Chief Strategy Officer (CSO) (CEA B), the IT Manager (M) II serves as the Chief Enterprise Architect supporting the entire organization including external departments that integrate with the Medi-Cal program. The ITM II is responsible for establishing and maintaining strategic vision, policy planning, governance structure and execution, goal setting, and integration of enterprise architecture into project solutions for the department and its partners. The ITM II collaborates directly with the department's program area senior/executive team, CSO, Business Operations Technology Services Division (BOTS) Chief, Enterprise System Modernization Officer (ESMO), and Chief Information Officer (CIO) to envision and execute the IT strategic and enterprise architecture roadmap. Directly manage/supervise the architecture, design, implementation, and maintenance of system architecture across multiple platforms to best align technology solutions with business strategies and IT security. Approve hardware architecture and make recommendations regarding technical and operational feasibility.

The ITM II will develop, manage, and govern current and future state enterprise architectures across the organization based upon the strategic direction of the business. The ITM II is responsible for providing, managing and setting the overall direction in defining the enterprise architecture framework, roadmaps, methodology, methods and processes in accordance with the State Chief Information Office (CIO) mandates (Federal Enterprise Architectures Framework) and the Centers for Medicare and Medicaid Services (CMS) Medicaid IT Architecture (MITA). The primary domains are Business Technology Management, System Engineering, and Software Engineering with some domain focus in IT Project Management, Client Services, and Information Security Engineering.

The Department of Health Care Services (DHCS) is the designated single state agency responsible for administering California's Medi-Cal Program, Medi-Cal is California's Medicaid program. Medi-Cal is a public health insurance program which provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women and low income people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Medi-Cal is financed equally by the state and federal government. The Medi-Cal program spans across multiple California Health and Human Services (CHHS) departments and the DHCS defines California's Medicaid Enterprise System (MES) as the collection of systems and other technical components used by the business processes in the management of the enterprise. MES projects and systems outside of the department include but are not limited to the California Statewide Automated Welfare System (CaSAWS), State Hub, Case Management, Information and Payrolling System (CMIPS) and the California Healthcare Eligibility, Enrollment and Retention System (CalHEERS).

**Supervision Received:** The ITM II performs under the leadership of the CSO and receives direction from other Executives in addition to Executive Project Sponsors, the BOTS Division Chief, the ESMO, and the CIO.

**Supervision Exercised:** Manages various levels of IT Managers, IT Supervisors, IT professionals, and contractors.

**Description of Duties:** As a leader in the IT organization, the ITM II keeps apprised of emergent technologies, independent research, market analyses, IT trends, and best practices in order to maintain operational readiness and to be continuously prepared to provide direction for future strategic needs of the department. The ITM II utilizes input from internal team members and follows vision provided by the CSO, BOTS Division Chief, ESMO, CIO, and department program area executives/managers. The ITM II presents findings and recommendations to internal and external technical and program area leaders, both orally and as written presentations. Represents the department on external enterprise architectural organizations and committees.

The ITM II performs at the expert level and has a thorough grasp of emerging industry trends, technical issues, system components, protocols, and architectures. The ITM II demonstrates advanced leadership competencies and has a major role in the formulation of IT strategy and policy across the department as they relate to established goals, short and long range planning, new directives, and major policy decisions. The ITM II has a global perspective of the department's business, technical and information processes across the enterprise.

The ITM II is responsible for enterprise wide shared services environments that align with projects and systems while ensuring complex information interoperability is established between other state departments and federal programs. The ITM II provides direction and supervision of highly technical staff responsible for the design of the department/MES future state for business and technology; provides leadership in project planning and management; provides consultation to customers, project teams, and executives on aligning IT capital spending in a way that can be utilized for multiple business processes. Participates and leads in strategic business and tactical planning, development and maintenance of policies, processes, standards, and procedures as they relate to enterprise architecture; consults with and advises executives, managers, and staff on IT and project matters; meets and confers with high-level professionals from other states, corporations, and department/agencies regarding matters affecting the department's lines of businesses policies and procedures; and, represents the department as a member on national and state enterprise architectural organizations or committees.

## **Percent of Time    Essential Functions**

### **40%    Enterprise Architecture**

The ITM II leads, plans, organizes, directs, monitors, and controls the activities of the Enterprise Strategy and Services Branch (ESSB). Facilitates the development, management and governance of the current and future state enterprise architectures (business, data, service/application and technology) based upon strategic business direction. Assess near-term needs, using structured interview processes, to establish business priorities. Consult with business and technical subject matter experts, and develop alternative solutions. Advise on options, risks, cost-benefits, impacts on other business processes and system priorities. Define high-level migration plans to address the gaps between the current and future state, ensuring alignment with the IT budget or other capital planning processes. Manage the enterprise architecture communication strategy. Provide advice and consultation to staff on the most difficult and sensitive work issues. Communicate and promote the enterprise architecture process, outcomes and results to the organization, including the organization executives, managers, and staff. Provide regular reports to the entire organization. Guides the formulation of enterprise architecture policy and procedure development that impact department programs and IT projects. Ensure alignment with state and federal IT policy and standards by leading development of enterprise architecture policies and procedures. Implement necessary policy changes through governance managed procedures.

### **30%    Enterprise Governance**

Responsible for implementing enterprise changes based upon the defined business and technology future state enterprise architecture through guidance and governance processes. The ITM II is responsible for

planning, developing, implementing, and modifying information associated with enterprise governance. Establish and regularly review ESSB goals, objectives, budget, and staff. Develop tactical plans to help meet established goals and objectives and support department priorities as established by the departmental enterprise governance council. Provide leadership, guidance, and direction for the staff to ensure plans for the office are accomplished within budget according to the quality, timeliness, performance, and security standards established for operation. Oversee section resource management by ensuring requirements for staff, equipment, space, and funding are identified and available. Establish and monitor a structured development program for the solution architects, requirements and change management, information architects, and database administrator’s roles. The ITM II provides direction and support to subordinate staff and program peers who perform the most complex governance activities. Represent the department on the most complex governance issues in meetings with executives, managers, and staff. Identify the need, develop, document, and assure compliance to department standards.

**15% Federal and Agency Enterprise Architecture Participation**

The ITM II collaborates with the California Enterprise Architecture Program (CEAP) facilitating the departmental enterprise architecture alignment and state level integration. Represent the department at technology and architecture discussions at a statewide level. Responsible to maintain the department as-is and to-be documentation and perform project overlap analysis at the departmental and department/agency level. The ITM II actively participates in the CMS federal MITA to contribute to the establishment of national Medicaid data exchange standards which generates interoperability between states. Responsible for maintaining the current MITA state self-assessment and maturity matrix to produce Advanced Planning Documents to CMS for Federal Financial Participation (FFP) to support projects which increase business process capabilities within MITA.

**10% Contractor and Staff Management**

Contributes to workforce planning, budgeting, succession planning. The ITM II has full authority in the recruitment, training, development, and retention of staff supporting the branch. This includes evaluating staff resources, establishing and implementing performance standards and expectations by executing probation, annual performance reviews, individual development plans, and providing training opportunities. The ITM II retains a competent professional collaborative integrated team, including contractors, which assures an adequate level of highly specialized expertise to support departmental technology and program needs. Identifies and resolves staff performance issues, performs critical analysis, and provides direction for work plans, deliverables, and skills development for the ESSB. The ITM II reviews and oversees various IT contracts, and performs contract manager/administrative functions.

**Percent of Time Marginal Functions**

**5%** Review and provide feedback on multiple department deliverables that may impact departmental projects/programs, including but not limited to state and federal funding documents, solicitations, contracts/amendments, maintenance and operation deliverables and other deliverables as required.

Periodically act/serve as the CSO and performs other duties as required.

Employee’s signature	Date
Supervisor’s signature	Date