

OFFICE OF TECHNOLOGY SERVICES
Deputy Director, Data Center Support Services
DUTY STATEMENT

Name: Vacant

Date:

Under the general direction of the Deputy State Chief Technology Officer, the CEA B Deputy Director oversees and ensures complete functionality of the Office of Technology Services (OTech) production environment twenty-four (24) hours a day, seven (7) days a week.

The Deputy Director shall be responsible for the oversight of the Service Management Operations, Computer Room Management, and OTech Business Support organizations. The general responsibilities include: strategic and operational planning (internally and externally), the development and implementation of high-level Information Technology (IT) policies and procedures addressing production support of distributed computing and client services, such as client server operational support, systems administration, connectivity of systems, product and service delivery, and departmental and program security and recovery for OTech customer agencies and departments on a statewide basis.

Typical Tasks:

- 40% Develops and implements a comprehensive computing production program to ensure responsive services to customers. Responsible for policies that have statewide and department impact associated with the day-to-day operations, including business support services, computer rooms, planning and operations, service desk 24x7 support services, mainframe computer operations, Information Technology Infrastructure Library service management support, and operational support for Data Center managed services. This includes developing and implementing high-level policies that affect OTech, its customers and the citizens throughout California. The CEA B works closely with high-level departmental management, Executive Staff, State Agency Information Officers (AIOs), Chief Information Officers (CIOs), Government Operations Agency (GovOps), Governor's Office staff, and Legislative staff to ensure that policies with statewide impact are workable for all parties involved. As a member of the Executive Staff, the CEA B participates directly in setting and implementing policies that affect OTech and its customers statewide and advises the Directorate and Executive Staff on all policy decisions affecting OTech.

- 25% Participates with the Directorate and other Executive Staff members in carrying out the policies of the OTech and the State of California. Confers

with executives and management staff from both the private and public sectors, such as the Governor's Office, Government Operations Agency, the State of California CIO, and customer departments' executive management to continually set performance standards and achieve accountability for products.

- 15% Provides leadership and direction in the attainment of the Data Center Support Services' mission and goals. Mentors staff and ensures training opportunities are available to assist in developing technically skilled staff.
- 10% Provides executive oversight on Data Center Support Services' personnel management and administrative responsibilities. Evaluates direct reports on completion of their administrative responsibilities; develops and updates duty statements as needed, establishes performance expectations, completes individual development plans annually, completes probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary. Ensures Data Center Support Services' management makes informed and defensible personnel management decisions in accordance with Office and State policies, personnel-related laws, civil service rules, and collective bargaining agreements; and effectively contributes to the Office's Equal Employment Opportunity objectives. Ensures that there is a diverse workforce throughout Data Center Support Services. Manages Data Center Support Services budget preparation and expenditure control including position management activities and management of vacancies. Ensures that Data Center Support Services Managers are doing their part to facilitate communication and ensures that appropriate measures are taken when issues and problems arise in the administrative arena. Responsible for succession planning within Data Center Support Services and ensures there are employees who can perform multiple functions.
- 10% Advises the Directorate, Executive Staff, and customers on OTech services for customers' business needs. Forges strong partnerships with customers to understand their business objectives and the impact on the OTech IT services.

Desirable Qualifications:

- Well-developed interpersonal skills and the ability to communicate effectively both verbally and in writing.
- Experience in obtaining buy-in and providing leadership to a large group of multi-disciplinary team members that do not report directly to the incumbent.

- Knowledge of the structure, organization and function of a variety of technology disciplines as well as local, state and federal initiatives and programs.
- Ability to anticipate and manage complex issues affecting many organizations, including the ability to develop policy and integrate all aspects of a strategy to assure resolution of issues.
- Proven track record of gaining the confidence and trust of individuals in key positions in the department's customer base.
- Ability to evaluate products from multiple perspectives (customers, stakeholders, vendors, best practices) in order to develop standards for product approvals.
- Ability to develop/obtain consensus on policy direction that will ensure continuation of the development portion of projects and help ensure successful completion.
- Knowledge of IT Best Practices including trends, and directions related to hardware, software and services.
- Knowledge and skill to develop and implement strategic and project management plans that result in significant organization changes.
- Knowledge of project and state contract management practices.
- Knowledge of state budget processes.
- Knowledge of state and federal control agency requirements for project approval and oversight.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Employee Signature

Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Director

Date

HR Analyst _____



CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENT: California Department of Technology, Office of Technology Services (OTech)

POSITION TITLE/LEVEL: Deputy Director Data Center Support Services, CEA B

SALARY: \$ 11,102 - \$ 13,226

FINAL FILE DATE: Postmarked by: February 19, 2023

POSITION DESCRIPTION:

Under the general direction of the Deputy State Chief Technology Officer, the Deputy Director, Data Center Support Services, CEA B, oversees and ensures complete functionality of the OTech production environment twenty-four (24) hours a day, seven (7) days a week. The Deputy Director shall be responsible for the oversight of the Service Management Operations, Computer Room Management, and OTech Business Support organizations. The general responsibilities include: strategic and operational planning (internally and externally), the development and implementation of high-level information Technology (IT) policies and procedures addressing production support of distributed computing and client services, such as client server operational support, systems administration, connectivity of systems, product and service delivery, and departmental and program security and recovery for OTech customer agencies and departments on a statewide basis.

Responsibilities include:

- Develops and implements a comprehensive computing production program to ensure responsive services to customers. Responsible for policies that have statewide and department impact associated with the day-to-day operations, including business support services, computer rooms, planning and operations, service desk 24x7 support services, mainframe computer operations, Information Technology Information Library service management support, and operational support for Data Center managed services.
- Developing and implementing high-level policies that affect OTech, its customers and the citizens throughout California.
- Collaborate closely with high-level departmental management, Executive Staff, State Agency Information Officers (AIOs), Chief Information Officers (CIOs), Government Operations Agency (GovOps), Governor's Office staff, and Legislative staff to ensure that policies with statewide impact are workable for all parties involved.
- Participates directly in setting and implementing policies that affect OTech and its customers statewide; and advises the Directorate and Executive Staff on all policy decisions affecting OTech.
- Participates with the Directorate and other Executive Staff members in carrying out the policies of the OTech and the State of California. Confers with executives and management staff from both the private and public sectors, such as the Governor's Office, GovOps, the State CIOs, and customer departments' executive management to continually set performance standards and achieve accountability for products.
- Provides leadership and direction in the attainment of the Data Center Support Services' mission and goals. Mentors staff and ensures training opportunities are available to assist in developing technically skilled staff.
- Must pass a fingerprint background check completed by the Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) as a condition of employment.

MINIMUM QUALIFICATIONS

CEA examinations are open to all applicants who possess the knowledge and abilities, and any other requirements as described in the examination bulletin. Eligibility to take a CEA examination does not require current permanent status in civil service. Applicants must possess the ability to perform high administrative and policy-influencing functions effectively. Such overall ability is demonstrated by the following more specific knowledge and ability requirements:

A. REQUIRED KNOWLEDGE:

1. Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch;
2. Knowledge of principles, practices, and trends of public administration, organization, and management;
3. Knowledge of the techniques of organizing and motivating groups;
4. Knowledge of program development and evaluation;
5. Knowledge of facilitation and negotiation techniques to promote collaboration amongst diverse groups;
6. Knowledge of the methods of administrative problem solving;
7. Knowledge of the principles and practices of policy formulation and development and personnel management techniques;
8. Knowledge of the Department's Equal Employment Opportunity Program objectives and a manager's role in the Equal Employment Opportunity Program.

B. REQUIRED ABILITIES:

1. Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff;
2. Ability to analyze administrative policies, organization, procedures, and practices;
3. Ability to integrate the activities of a diverse programs to attain common goals;
4. Ability to gain the confidence and support of top level administrators and advise them on a wide range of administrative matters;
5. Ability to develop cooperative working relations with representatives of all levels of government, the public, and the Legislative and Executive Branches;
6. Ability to analyze complex problems and recommend an effective course of action; and prepare and review reports;
7. Ability to effectively contribute to the Department's Equal Employment Opportunity objectives.
8. Ability to prioritize, multi-task, and perform effectively under pressure.

SPECIAL PERSONAL CHARACTERISTICS

- Creativity and Innovation – Apply new ways of thinking, ability to solve problems, create new ideas, and develop new approaches to optimize the organization and management of IT programs. Survey the landscape and recommend/develop new services that help customers meet their business needs.
- Teamwork – Cooperate to achieve the CDT’s mission, goals and values, and encourage a diversity of opinions. Ability to facilitate cross-agency collaboration activities. Ability to build and manage high-level teams.
- Continuous Improvement – Focus on continuous improvement and high personal accountability. Provide leadership that assures his/her management team and staff maintains this focus as well.
- Communication – Ability to interact and communicate effectively with executive management at the State level, as well as various private and public organizations. Ability to interact in a diplomatic, tactful and effective manner with all levels of staff. Ability to negotiate win-win solutions in difficult and challenging situations. Ability to speak and write clearly, and effectively.

DESIRABLE QUALIFICATIONS

In addition to the above, the following experience factors will be considered in competitively evaluating each candidate:

- Demonstrated ability to establish and maintain effective and beneficial relationships on behalf of the California Department of Technology with state, local, and Federal governments and the vendor community, as it relates to information technology.
- Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills, and particularly the ability to represent the California Department of Technology effectively with the Administration, control agencies, Legislature, key customers, stakeholders and internal staff.
- Experience in obtaining buy-in and providing leadership to a large group of multi-disciplinary team members that do not report directly to the incumbent.
- Knowledge of the structure, organization and function of a variety of technology disciplines as well as local, state and federal initiatives and programs.
- Ability to anticipate and manage complex issues affecting many organizations, including the ability to develop policy and integrate all aspects of a strategy to assure resolution of issues.
- Proven track record of gaining the confidence and trust of individuals in key positions in the department’s customer base.
- Ability to evaluate products from multiple perspectives (customers, stakeholders, vendors, best practices) in order to develop standards for product approvals.
- Ability to develop/obtain consensus on policy direction that will ensure continuation of the development portion of projects and help ensure successful completion.
- Knowledge of IT Best Practices including trends, and directions related to hardware, software and services.
- Knowledge and skill to develop and implement strategic and project management plans that result in significant organization changes.
- Knowledge of project and state contract management practices.
- Knowledge of state budget processes.
- Knowledge of state and federal control agency requirements for project approval and oversight.

EXAMINATION INFORMATION – STATEMENT OF QUALIFICATIONS

This examination will consist of a review of the candidates' application and Statement of Qualifications by an executive screening committee, using predetermined evaluation criteria. Candidates will be screened on the basis of their background and demonstrated management experience as detailed in the Statement of Qualifications. The Statement of Qualifications may be the only basis for determining your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.) All applicants will be notified of their examination results. In order to be successful in this examination a minimum rating of 70 percent must be attained. The results of this exam may be used to fill subsequent vacancies in this position if they occur within the next twelve months or an examination may be rescheduled, at the discretion of the department.

FILING INSTRUCTIONS

- A Standard original State application (*version 12/2021*) (Form 678) is required to apply for this examination and hiring selection.
- Prepare a "Statement of Qualifications" **not to exceed two pages** and **no smaller than 12 point font**. This "Statement of Qualifications" is a narrative discussion of the candidate's education and experience that would qualify them for this Deputy Director Data Center Support Services, CEA B position.

Each candidate must prepare a **Statement of Qualifications** document that **clearly and concisely identifies experience in the 3 categories and be formatted in the same manner as shown below:**

1. Strategic and Operational Planning Experience

Describe the type of Strategic and Operational Planning experience you possess that demonstrates knowledge and skill in developing and implementing strategic and operational plans that result in significant organization changes.

2. Demonstrated Budgetary and Funding Procedures

Describe the knowledge you possess of Budgetary practices and procedures and identify your experience in developing and negotiating state budget proposals.

3. Data Center and Service Management Experience

Describe the Data Center and Service Management experience you possess in managing and overseeing a production environment, twenty-four (24) hours a day, seven (7) days a week; involving multiple units that deliver services such as client server operational support, systems administration, connectivity of systems, product and service delivery and departmental and program security, including business resumption and recovery programs for customer agencies.

Note: A resume does not serve as a Statement of Qualifications.

Candidates who do not follow the filing instructions will be disqualified from the examination.

The application and "Statement of Qualifications" are to be submitted via online at www.jobs.ca.gov **JC# 354700** or by mail to:

California Department of Technology
Human Resources Branch, Selection Services
P.O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Rae Powers **JC# 354700**

Or

Hand Delivered to:
California Department of Technology
2nd Floor Guard Station
10860 Gold Center Drive
Rancho Cordova, CA 95670
Attn: Rae Powers, HR **JC# 354700**

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California Department of Technology, Office of Technology Services

Deputy Director, Data Center Support Services, CEA B

Questions regarding this examination should be directed to: Rae Powers at (916) 898-0354 or e-mail Rae.Powers@state.ca.gov

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
California Relay (telephone) Service for the Deaf or Hearing impaired
From TDD phones: 1-800-735-2929 From voice phones: 1-800-735-2922