

**DUTY STATEMENT**  
**Mental Health Services Oversight & Accountability Commission**

<b>PART A</b>	
<b>Information Technology Division</b>	
<b>Position No:</b> 475-550-1405-001	<b>Date:</b> 1/26/23
<b>Class:</b> Information Technology Manager I	<b>Name:</b>
<b>Subject to Conflict of Interest:</b> Yes	<b>CBID:</b> M01 <b>Workweek Group:</b> E
<b>Description of the position's organizational setting and major function:</b> Under the broad direction of the Deputy Director of Administration and Performance, the Information Technology Manager I will serve as Chief Information Officer (CIO) for Mental Health Services Oversight and Accountability Commission (MHSOAC) with the highest-level of Information Technology (IT) authority within MHSOAC. The CIO has a broad authorization for formulating and implementing IT goals, strategies, policies, and practices. The CIO oversees the development and implementation of the architecture for the enterprise ensuring IT strategies support Commission's strategic plan. The CIO manages, organizes, and directs the Information Technology Services Department (ITSD) staff and contractor activities. The activities of the ITSD include IT project management, network and client services, web application development, IT procurement and contracting, IT infrastructure development and support, and security & privacy services. ITSD provides direct support for IT operating objectives, Research and Evaluation Department, telecommunications, telework supportive applications, and Help Desk functions to assure all Commission's IT business needs are met.	
<b>Percentage of time performing duties:</b>	<b>ESSENTIAL FUNCTIONS</b>
30%	<b>Management &amp; Leadership</b> The CIO shall develop and establish policies, strategies, and operating objectives consistent with those of the organization to ensure efficient and effective implementation of projects tied to MHSOAC's strategic priorities. The CIO shall develop, implement, and communicate program goals, objectives, policies, operating procedures, and expectations. The incumbent shall work closely with management and executive staff to develop strategies for monitoring quality compliance, program effectiveness, and evaluating risks. The CIO shall coordinate with business teams to develop and implement technology initiatives supporting business needs. The CIO shall oversee and manage scope, resources, and schedule for all aspects related to Information Technology and IT staff; plan, organize, direct, monitor, and mature the activities of ITSD; provide leadership, vision, and direction to technical staff including Information Security Officer (ISO); direct the implementation and facilitation of policies, standards, processes, and procedures; define and develop data and analytic performance metrics to measure and communicate the quantity, velocity, and value of the Commission's services. The CIO shall represent the Commission at statewide IT and CIO conferences and meetings. The CIO shall make presentations to communicate complex technical information in a variety of formats and forums to management, staff, customers, contractors, and vendors. The CIO shall partner and build strong relationships MHSOAC leadership and executives as needed to ensure the team meets expectations and contributes to achieving MHSOAC's business goals. The CIO shall adapt to changing business needs and processes with supporting technologies. The CIO shall build and foster collaborative relationships by providing technology vision and leadership for all MHSOAC management and staff. The CIO shall provide recommendations on the strategic planning process and develop and implement IT policies to meet the needs of the Commission. The CIO shall develop and oversee the IT budget, develop IT policies, and best practices, ensure IT strategies and processes are implemented to support Commission's strategic plan, direct and establish IT-related projects, and plan and direct the implementation of new IT systems. The CIO shall abide by state policies, rules & standards relative to the State's information technology and digital services practices and assure that all State mandates as described in California Department of technology State Information Management Manual and State Administration Manual (SAM) including all cybersecurity mandates and the California Department of Justice issued Criminal Justice Information Services (CJIS) Security Policy. The CIO shall assess data risks and make recommendations on courses of action and data controls to ensure data security, privacy, and protection in compliance with state and federal requirements and best practices.

25%	<p><b>Enterprise Data Policy &amp; Strategy</b></p> <p>The CIO shall develop and mature the Commission’s IT policy technology approach, strategy, governance, roadmaps, standards, and models surrounding the data used by the Commission. The CIO shall foster a data culture within MHSOAC by establishing cooperative relationships and utilize organizational change management principles to improve data literacy, advance data initiatives, build analytics capabilities, and promote a data-driven decision culture. The CIO shall protect the data assets and improve infrastructure performance by maintaining an Information Security framework of policies, procedures, and protocols, including risk assessment, physical and environmental security, incident management and response, security assessment and authorization, technology recovery plans and programs, systems and services acquisition, and patch management. The CIO shall develop IT security programs to ensure the confidentiality, integrity, availability and appropriate use of IT data assets. The CIO shall directs security, network, data, solutions, and infrastructure staff to ensure installed data assets, access points and products are effectively secured and ensures risks are mitigated. The CIO shall ensure data integration and interoperability of multiple architecture platforms and systems to build a scalable data architecture and framework that supports current and future data needs.</p> <p><b>Services Delivery &amp; Oversight</b></p> <p>The CIO shall direct and oversee day-to-day operational activities of ITSD. The CIO shall manage multiple projects and deadlines, including implementing status reporting, metrics, and benchmark tracking processes to achieve desired outcomes. The incumbent shall lead efforts to identify opportunities where potential interventions can overcome program challenges in providing high-quality, accessible, and equitable data IT services that improve operational effectiveness and solve real-world challenges including addressing the increased IT help desk workload and new technologies workload due to remote work that support.</p> <p><b>Research &amp; Innovation</b></p> <p>The CIO shall identify, research, and introduce innovation to appropriate MHSOAC Business units and IT by monitoring changes in the technology sector to discover ways MHSOAC can improve and develop. These innovation services may include domains like Cloud, Platform, Data, and Security. The CIO shall continuously monitor the performance of deployed platform and enterprise capabilities to increase velocity and proactively champion improvements and creativity. The CIO shall stay current on the latest trends, techniques, methodologies, tools, and best practices.</p> <p><b>Resource Demand Management &amp; Retention</b></p> <p>The CIO shall implement and maintain staff talent development, mentoring, and team motivation; develop a workforce strategy to meet the current and future IT needs; identify and addresses upskilling gaps and needs in resources and develop training strategies and plans; monitor responsibility allocation; and build a culture that supports continuous learning, collaboration, and transparency. The CIO shall be responsible to recognize all MHSOAC employees perform work that is of the utmost importance, where each employee is important in supporting and promoting an environment of equity, diversity, and inclusivity, essential to the delivery of the Commission’s mission; and all employees are valued and should understand that their contributions and the contributions of their team members derive from different cultures, backgrounds, and life experiences, supporting innovations in mental health services and programs for California. The CIO shall be responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination in all areas of the incumbent’s responsibilities and influence.</p>
<b>NON-ESSENTIAL FUNCTIONS</b>	
5%	Other duties as assigned and related duties as required to fulfill the mission of Commission.

OTHER
Regular and consistent attendance is critical to the successful performance of this position due to the heavy workload and time-sensitive nature of the work. The incumbent routinely works with and is exposed to sensitive and confidential issues and/or materials and is expected to maintain confidentiality at all times. Some travel may be required. Form 700 required.

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<b>PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS</b>					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
<b>VISION:</b> View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X
<b>HEARING:</b> Answer telephone; communicate with Administration, department managers, department staff; provide verbal information.					X
<b>SPEAKING:</b> Communicate with staff, residents and the public in person and via telephone; interact in meetings.					X
<b>WALKING:</b> Within the department to various units.			X		
<b>SITTING:</b> Work station; meetings; training.					X
<b>STANDING:</b> Copy documents; review records.		X			
<b>BALANCING:</b>	X				
<b>CONCENTRATING:</b> Review documentation for accuracy; complete forms; calculate pay, time and attendance; research laws, rules and/or processes.				X	
<b>COMPREHENSION:</b>					X
<b>WORKING INDEPENDENTLY:</b> Must be able to apply laws, rules and processes with minimal guidance.					X
<b>LIFTING UP TO 10 LBS:</b>			X		
<b>LIFTING 10-25 LBS:</b>	X				
<b>LIFTING 25-50 LBS:</b>	X				
<b>FINGERING:</b> Push telephone buttons, calculator keys, and computer keyboard.					X
<b>REACHING:</b> Answer telephone; use a mouse; retrieve documents from printer.					X
<b>CARRYING:</b> Transport documents.		X			
<b>CLIMBING:</b> Stairs.	X				
<b>BENDING AT WAIST:</b> Use copier; access low file drawers.		X			
<b>KNEELING:</b> Access low file drawers.	X				
<b>PUSHING OR PULLING:</b> Open and close file drawers.		X			
<b>HANDLING:</b> Sort paperwork; distribute mail.		X			
<b>DRIVING:</b> Special events.	X				
<b>OPERATING EQUIPMENT:</b> Computer, telephone, copier, printer, fax machine.					X
<b>WORKING INDOORS:</b> Enclosed office environment.					X
<b>WORKING OUTDOORS:</b> Special events.		X			
<b>WORKING IN CONFINED SPACE:</b> File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor signature \_\_\_\_\_ Date \_\_\_\_\_

Human Resources signature \_\_\_\_\_ Date \_\_\_\_\_