

**DUTY STATEMENT**

ASD 045 (REV. 6/2022)

**Type of Duty Statement:** Current

**Revision Date:** 11/29/2022

**1. Position Information**

**A. Employee Name:**

<b>B. Position Number:</b>	<b>C. CBID:</b>	<b>D. WWG:</b>	<b>E. Effective Date:</b>
817-403-7500-XXX	M01	E	

<b>F. Classification Title:</b>	<b>G. Working Title:</b>
Career Executive Assignment (C.E.A.) Level A	Deputy Chief Information Officer (Deputy CIO)

<b>H. Division:</b>	<b>I. Branch/Section/Unit:</b>
Technology Services	Office of the CIO

**2. POSITION REQUIREMENTS**

**Special Requirement:** Check All that Apply

- Physical Requirements (Attach HSS 465-A)
- Bilingual Fluency (Non-English Language) - Specify Below
- Background Check Requirements
- Other - Specify Below

**A. Special Requirements Description, as applicable:**

**B. Conflict of Interest Required (Gov. Code 87300, et seq.)?**  Yes  No

This position is designated under the Conflict-of-Interest Code. This position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment. Failure to comply with the Conflict-of-Interest Code requirements may void the appointment.

**3. SUPERVISION**

**A. Supervision Received:**

Incumbent reports to and receives general direction from the CIO/Technology Services Division (TSD) Deputy Director.

**B. Supervision Exercised:**

Directly supervises Office of the CIO professional information technology (IT) and administrative staff and may supervise subordinate supervisors and managers.

**4. DUTIES AND RESPONSIBILITIES OF THE POSITION**

**CONDUCT, ATTENDANCE AND PERFORMANCE EXPECTATIONS**

This position requires the incumbent conduct oneself in accordance with the Department of Child Support Services leadership practices and principles, maintain consistent and regular attendance; communicate effectively and professionally (both orally and in writing) 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 all departmental policies and procedures.

**GENERAL STATEMENT**

Under the general direction of and with continuous and direct interaction with the CIO, the Deputy CIO has decision-making authority and provides oversight and leadership in critical areas of technology administration, including day-to-day operations; staffing development and allocation for system changes; and service, development, delivery, and deployment in the process, policies, and procedures of the TSD System Development Lifecycle (SDLC). The Deputy CIO manages TSD operations to improve cost effectiveness, service quality, and IT operational effectiveness. Serves as the principal IT officer in the absence of the CIO and assists with ensuring proper oversight and administration of TSD.

<b>A. Percentage of Time Performing Duties</b>	<b>B. An itemized listing of the specific job duties and the percentage of time spent on each separate and distinct task, with essential and marginal functions identified. Percentages must be listed in descending order and must equal 100%. (No duties less than 5%).</b>
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**ESSENTIAL FUNCTIONS**

<b>IT Domain:</b> <i>Check All That Apply</i>	<p><b>FOR INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS ONLY</b></p> <table border="0"> <tr> <td><input checked="" type="checkbox"/> Business Technology Mgmt.</td> <td><input checked="" type="checkbox"/> Software Engineering</td> </tr> <tr> <td><input checked="" type="checkbox"/> IT Project Mgmt.</td> <td><input checked="" type="checkbox"/> System Engineering</td> </tr> <tr> <td><input checked="" type="checkbox"/> Information Security</td> <td><input checked="" type="checkbox"/> Client Services</td> </tr> </table>	<input checked="" type="checkbox"/> Business Technology Mgmt.	<input checked="" type="checkbox"/> Software Engineering	<input checked="" type="checkbox"/> IT Project Mgmt.	<input checked="" type="checkbox"/> System Engineering	<input checked="" type="checkbox"/> Information Security	<input checked="" type="checkbox"/> Client Services
<input checked="" type="checkbox"/> Business Technology Mgmt.	<input checked="" type="checkbox"/> Software Engineering						
<input checked="" type="checkbox"/> IT Project Mgmt.	<input checked="" type="checkbox"/> System Engineering						
<input checked="" type="checkbox"/> Information Security	<input checked="" type="checkbox"/> Client Services						

40 %	<p>Plan, manage, and provide oversight of day-to-day IT operation activities to ensure Department of Child Support Services (DCSS) systems are fully functional and available in accordance with service level objectives. Direct multi-disciplinary staff and exhibit full decision-making authority to implement effective courses of action to resolve complex issues impacting DCSS Systems availability. Apply strategic and forward-thinking protocols to enhance and sustain ongoing technical operations and minimize disruption of IT services. Provide overall leadership and management of Division Demand Project &amp; Portfolio, SDLC, and service delivery management. Balance prioritization of business and IT initiatives to ensure timely and high-quality delivery of all system changes across the Division. Participate in DCSS Executive level strategic planning and has authority to directly influence decisions that impact TSD's daily operations. Manage and provide oversight to the Americans with Disabilities Act (ADA) Program and serve as chief policymaker for this compliance program.</p>
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40 %	<p>Assure IT service delivery &amp; customer experience is modern, efficient, and aligned with the TSD &amp; DCSS vision, mission, and goals. Direct IT services to continuously inspect and adapt to consistently exceed the needs and expectations of the customer. Develop and implement a customer experience management strategy in alignment with TSD's vision, including service delivery goals and objectives. Develop and present service delivery trends to DCSS Executive leadership and stakeholders. Lead public-facing customer technology solutions to ensure customer experience best practices and ADA standards are adhered to.</p>
15 %	<p>Develop cooperative regular working relationships with all levels of government, DCSS Executives, Local Child Support Agency (LCSA) Directors and DCSS managers &amp; supervisors to create alignment, effectively manage and maximize efficiency in procedures, policies, and practices. Create and direct day-to-day IT service delivery, SDLC and ADA Program policy and procedures to instill standards, best practices and maximize the overall IT operational efficiency and effectiveness. Negotiate and influence others to understand and accept new service delivery concepts, practices, and approaches. Activities include planning and directing the work of multidisciplinary professional and administrative staff; developing and implementing administrative policies, procedures, and practices; integrating the activities of a diverse program to attain common goals. Provide recommendations to the CIO on policies or trends that could impact the future of daily operations/service delivery.</p>

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**MARGINAL FUNCTIONS**

5 %	Represent TSD on special teams, projects, and other duties as assigned. Perform special assignments, attend meetings, and serve as principal IT officer in the absence of the CIO. Invest in personal development and growth to maintain executive level knowledge in the information technology field with emphasis on customer experience/service delivery.
100 %	<b>TOTAL</b>

**5. WORKING ENVIRONMENT AND CONDITIONS**

**Office Centered**

Incumbent's workspace will be a two-story, office building environment with standard modular cubicle or office spaces, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during non-standard hours and during weekends to meet workload needs. Travel may be required for meetings or to attend professional training and/or events.

**Remote Centered**

Incumbent's workspace will be divided between an office-centered, two-story, professional office building environment and a remote-centered work location in accordance with an approved telework agreement. Dedicated remote-centered workspaces must comply with all departmental and state safety and security policies. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely. The office-centered workspace consists of an office building environment with standard modular cubicle or hoteling office space, and artificial lighting. Requires sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings remotely or in designated areas. The work environment is fast-paced and can be demanding. May require periodic work during nonstandard hours and during weekends to meet workload needs. Travel may be required to attend professional training and/or events. Remote centered teleworkers must forgo telework when their physical presence is required in the office on a regularly scheduled telework day.

**6. OTHER RESPONSIBILITIES**

**A. Independence of Action and Consequences:**

The Child Support Program has critical timelines, political, and financial ramifications. Poor participation, judgment, and decisions can adversely affect the success of the child support program that may result in cost to the taxpayers, inability to meet DCSS goals and objectives, and may discredit DCSS. Failure to identify risks and issues in a timely manner could result in slippages in schedules, increased costs, stop or slow services to our customers, and/or jeopardize the integrity of DCSS systems and the Department. Poor communication and coordination can adversely affect the child support program and the families and children of California.

**B. Personal Contacts:**

The incumbent has contact with DCSS Executives, managers, and supervisors; Leadership and staff from the Health and Human Services Agency, the Governor’s Office, and the Legislature; DCSS State and LCSEA staff; other governmental agencies; and other child support advocate organizations.

**C. Administrative Responsibilities (Supervisory/Managerial Class Only):**

The incumbent performs the full range of supervisory and management duties, including, but not limited to: interpret and adhere to policies, rules, laws, regulations, and bargaining unit contracts; provide direction and guidance regarding work assignments and daily work activities to ensure timely completion of assignments; review work and evaluate performance of staff by providing regular feedback and completing timely probationary reports and annual performance appraisals summaries; monitor employee performance and, if necessary, utilize performance management principles and procedures; complete personnel documentation and utilize the competitive hiring process; and approve or deny administrative requests including leave, overtime, travel, and training.

**7. Acknowledgements**

**A. Employee’s Acknowledgement:** I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. I have received a copy of the duty statement.

I can perform these duties with or without reasonable accommodation:  Yes  No

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 notify the Reasonable Accommodation Coordinator in the Equal Employment Opportunity and Diversity Office.

Duties of this position are subject to change and may be revised as needed or required.

**Employee's Name (Print):**

**Employee's Signature:**

**Date:**

**B. Supervisor’s Acknowledgment:** I certify this duty statement represents current and an accurate description of the essential functions of this position. I have discussed the duties of this position with and provided the above-named employee a copy of this duty statement.

**Supervisor's Name (Print):**

**Supervisor's Signature:**

**Date:**