DUTY STATEMENT

Job Classification:	Career Executive Assignment (CEA) – Level A
Position Number:	024-053-7500-001
Scheme and Class Code:	ZZ90; 7500
Reports To:	CEA A – Division Chief, Administration Division
FLSA Status:	Exempt
Divisions:	Administration Division
Location:	Sacramento
Prepared By/Date:	Michele Barney 12/22

DEPARTMENT STATEMENT:

The Department of Alcoholic Beverage Control (ABC) is committed to providing the highest level of service and public safety to the people of the State through licensing, education, and enforcement. ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees are welcome and can thrive. Employees at ABC are required to provide exceptional customer service, maintain regular attendance, act with integrity, and be professional and responsive.

SUMMARY

Under the direction of the Division Chief, Administration Division, the incumbent is the Chief Information Officer (CIO) and is responsible for all facets of Information Technology (IT) and Information Management necessary to meet the Department's goals and mission statement. The CIO has the highest level of responsibility for guiding and directing the effective use of technology within the Department. This includes complex analysis, design development, and implementation of new computer systems and applications, and/or changes to existing computer systems, planning, network infrastructure, computer operations, data security, hardware and software acquisition, and custom software systems design, development and implementation. The CIO is also responsible for overseeing the development and maintenance of the IT Operational Recovery Plan in the event of a disaster or other work disruption; the management and oversight of the department's Information Security program which includes risk management, assessment and protection of all information assets and compliance of the state information security policies standards and procedures. The CIO is a member of the executive management team and has an essential role in Department-wide strategic planning, including serving as the chair of the IT Executive Steering Committee which oversees the development of ABC's IT strategic goals and plans to achieve them.

ESSENTIAL DUTIES AND RESPONSIBILITIES

30% **Program Management and Implementation:** Develop, implement, and maintain a state entity-wide Information Security Program Plan. Provide strategic direction and guidance for information security programs. Participate in information technology planning activities to ensure the integration of appropriate information security protocols and practices in proposed or enhanced information technology systems. Review and recommend changes for procedures dealing with confidential and sensitive data. Oversee inventory of all information assets, including information systems, information system components, and information repositories (both electronic and paper). Formulate information security policies and principles that will ensure the integrity, confidentiality, reliability, and appropriate use of the Department's information assets. Direct and oversee the implementation of new network infrastructure and

data environment upgrades, including coordinating with other local, state, and federal agencies. Supervise and review the preparation of feasibility study reports (FSR), special project reports and budget change proposals; monitor project budgets; write quarterly reports; monitor the quality of application systems design, implement development life cycle and direct the implementation of new computer applications or new technological solutions to meet ABC's mission, vision and goals.

25% **IT Planning & Information Needs Assessment:** Determine the Information Technology needs of ABC by understanding the department's business and strategic goals and program management objectives. Oversee and manage a portfolio of the department's technology initiatives. Administer the IT Executive Steering Committee and manage IT planning efforts in support of the Department's strategic goals. Develop, implement, and direct all activities within IT. Prioritize projects and assignments and allocate budgetary and personnel resources. Establish and maintain effective working relationships with ABC program areas and executive management. Provide vendor management and oversee project planning and control, including management of communications, risks, issues, change requests, and incident tracking for the IT unit. The scope of these planning efforts includes short- and long-range plans encompassing both strategic and operational needs. Make recommendations to Executive Management regarding new technological advances that could benefit and assist the Department with meeting goals.

20% **Risk Management & Incident Response Plan:** Develop and maintain IT Operational Recovery Plan. Develop ABC's information security, privacy and risk management strategy that includes a clear expression of risk tolerance for the organization, acceptable risk assessment methodologies, risk mitigation strategies, and a process for consistently evaluating risk across the organization. Investigate incidents involving loss, theft, damage, misuse of information assets, or improper dissemination of information. Report information security incidents consistent with the security reporting requirements and manage information security incidents to determine the cause, scope, and impact of incidents to stop unwanted activity, limit loss and damage, and prevent recurrence. Develop, disseminate, and maintain a formal, documented incident response plan. Develop written procedures to facilitate the implementation of the incident response plan and associated incident response controls. Report suspected and actual security incidents immediately in accordance with the criteria and procedures set forth in SIMM 5340-A and other applicable laws and regulations. Manage security incident case assignments and the security investigation process in a timely and effective manner. Manage security incidents involving a breach of personal information in accordance with the criteria and procedures set forth in SIMM 5340-C. Mobilize emergency and third-party investigation and response processes if necessary. Consult with system owners to help quarantine incidents and limit damage. Consult with Personnel Management if there is a violation of appropriate use policy; and communicating with law enforcement when actual or suspected criminal activity is involved.

10% **Application Development:** Provide oversight and leadership to the Computer Support and Application Development functions within the Information Technology Branch. Oversee staff that provides service including Tool Support, Network Security, Network Administration, Help Desk, Database Administration, and Application Support activities.

10% **Supervision:** Develop and administer current and new policies of the Information Technology functions. Apply project management principles and techniques to direct all staff

activities, resources, and consultants. Oversee the operation of multiple disciplines involving a variety of technical hardware and software environments. Develop, maintain and improve all activities within each team through planning and management of the staff and resources allocated. Create and support the development and retention of highly trained technical staff. Develop and update duty statements for IT employees as needed, establish performance expectations, complete individual development plans annually, complete 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. Model and share the principals of effective teamwork to continuously improve services delivered to internal and external stakeholders. Develop and implement ideas or programs for individual or unit achievements.

5%   Represent ABC in Statewide and Agency wide forums such as the State CIO and Agency CIO meetings, other Departments and Agencies, City/County governments. Ensure that projects are completed in accordance with state and federal mandates. Ensure control agency policies are followed and annual reporting requirements are met. Perform assigned tasks as a member of ABC's Management Team in the evaluation, development and implementation of organization goals, policies and objectives. Recommend technology budget and any augmentations, directs information systems planning and implements training plans.

MARGINAL DUTIES

None

Supervisory Responsibilities
This position is required to manage staff at the professional, technical and management level.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position requires the incumbent to communicate effectively (orally and in writing, if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Career Executive Assignment - CIO Duty Statement

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms climb or balance and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 20 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR DATE	EMPLOYEE DATE
Print Name	Print Name

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and, shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and, meets commitments.

Interpersonal - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and, remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and, participates in meetings.

Team Work - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and, recognizes accomplishments of other team members.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; and, able to read and interpret written information.

Quality Management - Looks for ways to improve and promote quality; and, demonstrates accuracy and thoroughness.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; and, promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and, upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and, supports affirmative action and respects diversity.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and, able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; and, arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and, completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and, asks for and offers help when needed.

Innovation - Generates suggestions for improving work; and, presents ideas and information in a manner that gets others' attention.

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and, makes timely decisions.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and, takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and, develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and, follows through

on commitments.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and, monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; and, works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Math Ability - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - To perform this job successfully, an individual should have extensive computer and IT related skills, knowledge of Microsoft Word processing software; Excel spreadsheet software; Microsoft Outlook; and ABIS database software.

KNOWLEDGE AND ABILITIES, ETC.

Knowledge of: All knowledge and abilities for all Information Technology classifications.

Certificates and Licenses: None.

Ability to: Manage through subordinate supervisors; effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment; and effectively contribute to the department's Equal Employment Opportunity objectives.

Preferred or Desirable Qualifications: For specific positions, departments may specify knowledge, experience, or specific training in one or more of the six identified domains.

All employees must have general qualifications as described by California Code of Regulations, title 2, section 172.