DUTY STATEMENT
OFFICE OF TECHNOLOGY SERVICES
Deputy State Chief Technology Officer, CEA C

Name:

Effective:

Scope:

Under the general direction of the State Chief Technology Officer / Chief, Office of Technology Services (OTech), the Deputy State Chief Technology Officer oversees the day to day operations of the OTech and a member of California Department of Technology (CDT) Executive Team. The Deputy State Chief Technology Officer is responsible for providing mission and values-based leadership, direction, support, and assistance to the OTech operating divisions to optimize operational effectiveness and strategic position. The Deputy State Chief Technology Officer partners with the CDT Director / State Chief Information Officer, Chief Deputy Director / Deputy State Chief Information Officer and the State Chief Technology Officer in managing overall IT day-to-day operations to improve infrastructure cost, performance, and end-user satisfaction. The Deputy State Chief Technology Officer is responsible for directing the activities of OTech and makes independent decisions to ensure compliance with the State Administrative Manual, Government Code, and Legislative mandates.

Specific Duties:

35%   Serves as Advisor to the State Chief Technology Officer, Chief Deputy Director and the CDT Director in the formulation of IT infrastructure and service policies ensuring systems performance and service level requirements are met. Provides leadership in planning, management and implementation of new customer initiatives and governance issues in deployment. Sets policy and provides ongoing review of a wide range of information technology services. Provides recommendation and analysis to the State Chief Technology Officer, Chief Deputy Director and the CDT Director on the coordination of the office's roles and responsibilities to improve the level of support to major customer IT projects. The CEA C provides leadership to OTech deputies in planning and managing computer operations and production support, systems and database administration, network operations, service desk support and customer service.

25%   Works collaboratively with the stakeholders in addressing the administrative and technology challenges of IT solutions, as well as developing processes and procedures to continue the support for its customers to provide a reliable computing infrastructure for the State. Manages strategic relationships with key IT products and service providers.

15%   Provides leadership and direction to produce cost-effective services over the long term. Provides leadership in the selection of strategic technology that will assist the office and its customers to obtain maximum leverage for the dollars spent.

15%   Serves on Statewide councils and task forces designed to develop information technology strategy and policy direction for the State. Works jointly with the Department of Finance, public and private sector organizations, and the Governor's Office in addressing information policy technology.

10%   Forges strong partnerships with customers to understand business objectives and the evaluation of the Office's infrastructure to support customer programs. This objective is accomplished with ongoing involvement in the Office's customer planning processes. Manages IT resource requirements to ensure appropriate balance between tactical and strategic demands. Implements continuous improvement programs within enterprise guidelines. Leads IT asset management team to ensure asset's full lifetime cycle value is achieved.

Desirable Qualifications:

- Experience at the managerial level in the area of IT with knowledge and extensive experience in the following areas: Cloud Computing, Application Development and Maintenance, Network/Infrastructure Operations, Data Management, Productions, Service Management, Information Security, Budget, Project Management, Contract Management, and overall knowledge in information technology.

- Experience at the managerial level with current computer industry technology and practices and data processing systems design, operations, and controls.

- Experience in an executive capacity with the formulation, operation, and/or evaluation of project management initiatives and policies.

- Experience at the managerial level in strategic planning, performance measurement, benchmarking, and organizational development.

- Strong leadership and management team experience demonstrating an ability to create a clear vision, set goals and expectations, motivate initiatives at all levels, and exercise sound judgment in developing and managing IT systems in support of departmental mission, vision, and goals.

- Ability to provide timely executive status summaries reporting both to customers and management during unexpected service disruptions.

- Ability to navigate, escalate and lead efforts on complex customer requests or projects involving multiple entities and enterprise systems.

- Ability to prioritize, multi-task and perform effectively under pressure.

- Ability to represent the CDT at a variety of meetings and hearings with federal, State, and local officials, and representatives of IT organizations and the public.

- A Bachelor's/Master's degree in Management Information Systems, Computer Science or related field is desirable.

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.

_____   _____
Chief   Date

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 WORKPLACE. 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

POSITION TITLE/LEVEL: **Deputy State Chief Technology Officer, CEA C**

SALARY: $12,329 - $13,998

FINAL FILE DATE: Postmarked by: <u>December 13, 2023</u>

POSITION DESCRIPTION:
Under the general direction of the State Chief Technology Officer / Chief, Office of Technology Services (OTech), the Deputy State Chief Technology Officer oversees the day-to-day operations of the OTech and a member of California Department of Technology (CDT) Executive Team. The Deputy State Chief Technology Officer is responsible for providing mission and values-based leadership, direction, support, and assistance to the OTech operating divisions to optimize operational effectiveness and strategic position. The Deputy State Chief Technology Officer partners with the CDT Director / State Chief Information Officer, Chief Deputy Director / Deputy State Chief Information Officer and the State Chief Technology Officer in managing overall IT day-to-day operations to improve infrastructure cost, performance, and end-user satisfaction. The Deputy State Chief Technology Officer is responsible for directing the activities of OTech and makes independent decisions to ensure compliance with the State Administrative Manual, Government Code, and Legislative mandates.

The Chief Technology Officer's responsibilities are:

- Serves as Advisor to the State Chief Technology Officer, Chief Deputy Director, and the CDT Director in the formulation of IT infrastructure and service policies ensuring systems performance and service level requirements are met.
- Provides leadership in planning, management and implementation of new customer initiatives and governance issues in deployment.
- Sets policy and provides ongoing review of a wide range of information technology services. Provides recommendation and analysis to the State Chief Technology Officer, Chief Deputy Director, and the CDT Director on the coordination of the office's roles and responsibilities to improve the level of support to major customer IT projects.
- The CEA C provides leadership to OTech deputies in planning and managing computer operations and production support, systems and database administration, network operations, service desk support, customer service, and CALNET Telecommunication contract services.
- Works collaboratively with the stakeholders in addressing the administrative and technology challenges of IT solutions, as well as developing processes and procedures to continue the support for its customers to provide a reliable computing infrastructure for the State.
- Manages strategic relationships with key IT products and service providers.
- Provides leadership and direction to produce cost-effective services over the long term.
- Provides leadership in the selection of strategic technology that will assist the office and its customers to obtain maximum leverage for the dollars spent.

- Serves on Statewide councils and task forces designed to develop information technology strategy and policy direction for the State.
- Works jointly with the Department of Finance, public and private sector organizations, and the Governor's Office in addressing information policy technology.
- Forges strong partnerships with customers to understand business objectives and the evaluation of the Office's infrastructure to support customer programs.
- This objective is accomplished with ongoing involvement in the Office's customer planning processes.
- Manages IT resource requirements to ensure appropriate balance between tactical and strategic demands.
- Implements continuous improvement programs within enterprise guidelines.
- Leads IT asset management team to ensure asset's full lifetime cycle value is achieved.

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 the principles, practices, and trends of public administration, organization, and management.
3. Knowledge of data center and telecommunication technologies.
4. Knowledge of the techniques of organizing and motivating groups.
5. Knowledge of program development and evaluation.
6. Knowledge of facilitation and negotiation techniques to promote collaboration amongst diverse groups.
7. Knowledge of the methods of administrative problem solving.
8. Knowledge of the principles and practices of policy formulation and development; and personnel management techniques.
9. Knowledge of the department's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.
10. Knowledge of current technology, including the business needs of stakeholders and their organization, political, administrative, and fiscal environments to understand potential impacts of issues and parameters of solutions.
11. Best practices in IT projects and support services and knowledge of typical risk areas in project life cycle to bring quality approaches to the most vulnerable project tasks.
12. Comprehensive understanding of state administrative policies, strategic and operations planning, and best management practices.
13. Knowledge of project and state contract management practices.
14. Knowledge of state policies and procedures, including developing and negotiating budget proposals.
15. Knowledge of the principles related to cost recovery for provided services.
16. Knowledge of state control agency requirements for project/program approval and oversight.
17. Knowledge of the Information Technology Infrastructure Library (ITIL).
18. Knowledge of Organizational Change Management.

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 program to attain common goals.
4. Ability to meet customer demand for services, during competing priorities.
5. Ability to communicate with customers and identify CDT services that will help them meet their business objectives.
6. Ability to gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters.
7. Ability to develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches.
8. Ability to analyze complex problems and recommend effective courses of action; and prepare and review reports.
9. Ability to effectively contribute to the department's Equal Employment Opportunity objectives.

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 California Department of Technology'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 – Focuses on continuous improvement and high personal accountability. Provides leadership that assures his/her management team and staff maintain 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.

- Business Acumen - Possess an understanding of the various parts of an IT service portfolio and how they are interconnected. Ability to make sound, defensible decisions that consider the impact to customers, technology resources, financial resources, and alignment with the State IT Strategic Plan.

DESIRABLE QUALIFICATIONS

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

- Experience at the managerial level in IT with knowledge and extensive experience in the following areas: Cloud Computing, Application Development and Maintenance, Network/Infrastructure Operations, Data Management, Productions, Service Management, Information Security, Budget, Project Management, Contract Management, and overall knowledge in information technology.
- Experience at the managerial level with current computer industry technology and practices and data processing systems design, operations, and controls.
- Experience in an executive capacity with the formulation, operation, and/or evaluation of project management initiatives and policies.
- Experience at the managerial level in strategic planning, performance measurement, benchmarking, and organizational development.

- Strong leadership and management team experience demonstrating an ability to create a clear vision, set goals and expectations, motivate initiatives at all levels, and exercise sound judgment in developing and managing IT systems in support of departmental mission, vision, and goals.
- Ability to provide timely executive status summaries reporting both to customers and management during unexpected service disruptions.
- Ability to navigate, escalate and lead efforts on complex customer requests or projects involving multiple entities and enterprise systems.
- Ability to prioritize, multi-task and perform effectively under pressure.
- Ability to represent the CDT at a variety of meetings and hearings with federal, State, and local officials, and representatives of IT organizations and the public.
- A Bachelor's/Master's degree in Management Information Systems, Computer Science or related field is desirable.

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. To be successful in this examination a minimum rating of 70 percent must be attained. The results of this examination 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 (STD. 678) *(version 10/2023)* is required to apply for this examination and hiring selection.

- 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 the Deputy State Chief Technology Officer, Office of Technology Services, CEA C position.

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

1. **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.
2. **Executive Leadership and Engagement Experience**
   Describe your experience overseeing and directing organizations at the Executive level. Also, describe your experience interacting with a wide variety of internal and external individuals at the highest levels of Executive, Management, Legislature, Governor's Office, and stakeholders.
3. **Policy Influence and Development of Statewide Policies and IT Standards Experience**
   Describe the type of Policy Influence Experience you possess and how that experience will further the objectives and goals of the Office of Technology Services. Describe the type of statewide policies and IT standards you have been involved in coordinating with state, federal and local entities in implementing IT initiatives and policies.

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# 402581 or by mail to:

California Department of Technology
Human Resources Branch, Selection Services
P.O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Chris Medina JC# 402581

Or

Hand Delivered to:
California Department of Technology
2nd Floor Guard Station
10860 Gold Center Drive
Rancho Cordova, CA 95670
Attn: Chris Medina, HR JC# 402581

Questions regarding this examination should be directed to: Chris Medina at (916) 898-0351 or e-mail
christopher.medina@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