

**Classification: Information Technology Manager II**

**Position Title: Chief of Client Services and Asset Management**

**Position Number: 1406-008**

**Division/Branch: IT**

**Location: EXPO**

### **Job Description Summary**

Under administrative direction of the CEA B, Chief Technology Officer, (CTO), the Information Technology Manager II, Deputy Chief of Client Services and Asset Management oversees the Asset Management, SAM, IT Procurement unit and L2 Support, ITSM and Service Catalog Unit. The Chief of Client Services and Asset Management is an essential IT leadership role responsible for ensuring the effective delivery of technology services to Covered California and managing the lifecycle of technology assets. This position requires a customer-focused professional with expertise in service desk operations, asset management, and a commitment to delivering exceptional client experiences.

### **Job Description**

#### **20% Service Desk Management:**

Oversees the operations of the Service Desk, ensuring timely and efficient resolution of client issues and requests. Oversees the budget, development and implementation of service desk policies, procedures, and performance standards in alignment with industry best practices. Monitors service desk metrics and service level objectives and agreements, identifying areas for improvement and implementing strategies to enhance service delivery.

#### **20% Client Relationship Management:**

Fosters positive and collaborative relationships with IT customers, serving as the primary point of contact for escalated issues and complex service requests. Conducts regular client satisfaction assessments, gather feedback, and implement improvements to enhance the overall IT customer experience. Collaborates with internal teams to address IT customer needs and ensure alignment with service level objectives and agreements.

#### **20% Asset Management:**

Oversees the budget, development, and implementation of a comprehensive asset management program, including the tracking, maintenance, and disposal of technology assets. Ensures compliance with state policies and regulations related to asset management.

Collaborates with procurement and finance teams to optimize asset utilization and control costs.

### **20% Team Leadership and Development:**

Leads and inspire a high-performing team of service desk and asset management professionals. Provides coaching, mentorship, and professional development opportunities to team members. Foster a collaborative and customer-centric culture within the team.

### **10% Organizational Excellence:**

Identifies opportunities for process improvements within service desk and asset management functions. Implements strategies to enhance efficiency, effectiveness, and overall service quality. Keeps current with industry trends and best practices to drive continuous improvement initiatives.

### **10% IT Service Management (ITSM):**

Generates and analyzes reports related to IT service management, client satisfaction, and asset management metrics. Provides regular updates to senior management on service level objectives and agreements, and initiatives. Uses data-driven insights to make informed decisions and drive continuous improvement efforts for IT Service Management.

### **Scope and Impact**

- a. Consequences of Error: This is the managerial level. Under administrative direction, formulates and administers organizational information technology policies and programs and for planning, organizing and directing the work of one or more information technology programs or units. This level manages the work of highly technical support staff. Incumbents may manage work in any domain or combination of domains. The consequence of error is very high as errors could expose consumer data. Repercussions of potential failures or errors would result in missed deadlines, security and privacy breaches, system collapse, and could be catastrophic to Covered California and its consumers.
- b. Administrative Responsibility: Responsible for general strategy and execution of the Infrastructure and Cloud Operations Section services; delegates and reviews work products, personnel assignments and staff development. Represents the IT Operations team at IT Division at IT policy committees, and IT project meetings. The Information Technology Manager II role will be fiscally responsible for the management of a budget above \$1 million per year in support of numerous contracts and standard operating maintenance.
- c. Supervision Exercised: Information Technology Manager I, Information Technology Specialist II, Information Technology Specialist I
- d. Internal Personal Contacts: All program groups within the CC
- e. External Personal Contacts: State Departments, CALHEERS, local government entities, legislative groups, federal government entities, health plans, and the advocate community

**Physical and Environmental Demands**

Must be able to lift 35 pounds or more, and have the flexibility to crawl under and behind computer/network equipment.

**WORK ENVIRONMENT**

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; work in a high-pressure fast-paced environment, under time critical deadlines; work strenuous and long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak enrollment periods, may be required to work overtime; appropriate dress for the office environment.

**ESSENTIAL PHYSICAL CHARACTERISTICS**

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**Working Conditions and Requirements**

- a. Schedule: Core business hours are Monday - Friday, 8 AM - 5 PM. May be required to work outside of core business hours.
- b. Travel: Travels statewide to attend meetings, trainings, and seminars up to 5% of the time.
- c. Other: Incumbent is required to carry a department issued cellular telephone.