Division	Classification	Position Number
Information Technology Services	CEA B	549-073-7500-001

District/HQ Section	Working Title	CBID
	Deputy Director, Information Technology Services Division; Chief Information Officer	M01

Sector/HQ Unit	Reporting Location	Incumbent
	Headquarters	

State Housing (only check if State Housing is required)	Immediate Supervisor (Classification)
☐ Required	Chief Deputy Director (Exempt)

Position Description

Under the broad direction of the Chief Deputy Director, this CEA B position serves as the Department of Parks and Recreation's (DPRs) Chief Information Officer (CIO), which has overall responsibility for the Information Technology Services Division (ITSD) and the information technology (IT) activities that support DPR's critical lines of business. These include IT Security and Privacy Services; IT Administration, Project, and Procurement Management; and IT Core Services which encompass IT Customer Support Services; Law Enforcement and Emergency Services Division IT services; Application, Web and Data Services; and IT Infrastructure Services.

The CEA is the highest-level of IT authority within DPR and has broad authorization for formulating and implementing IT policies and practices, which have significant impact on DPR Programs. The CEA is responsible for the development of the departmental IT strategic direction, technology operations, digital transformation initiatives, and technology recovery plans and programs that support and align with the business goals and objectives of the DPR.

All employees are responsible for contributing to an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.

Essential Functions

%	Task

30% - IT Policy, Governance, and Oversight Management
Serves as the highest-level of IT policy authority for DPR and has broad authorization for formulating and implementing IT policies, processes, and practices. Directs and/or oversees the implementation of enterprise policies, practices and standards related to the delivery of IT operations and services for DPR programs; ensures that all DPR IT policies and practices are in compliance with all California Department of Technology (CDT) and California Natural Resources Agency (CNRA) policies and directives; and is responsible for the overall governance of DPR's IT activities.

Responsible for the implementation of department-wide IT policies, standards, and oversight, with a focus on alignment of technical services to the business needs and objectives of DPR; and for the oversight of the cohesive integration of all IT strategies, practices, procedures, processes and decisions within DPR. Responsible for the formation of strategies related to uses of technologies and digital transformation initiatives aligned to business areas within DPR. Analyzes and makes recommendations on assigned enterprise-wide non-IT policies and procedures.

Responsible for the development, administration, and operations of DPR best practices and processes for technology domains including, IT Governance, Project Portfolio Management, Application and Solution Development, Enterprise Technology Architecture, Infrastructure Management, Service Management, Data Management and Information Technology Security. Development and authorship of cyber, data, retention, and privacy policy for the Department given new threats and demands for greater security and transparency in data collection and sharing. Provides consultation and guidance to management regarding the assistance and services that the ITSD can provide to help DPR accomplish its programs and project objectives.

Maintains oversight and authority over DPR's IT Capital Plan and approval of IT Acquisition Plan. Responsible for the approval of IT acquisitions including hardware, software, and service and professional contracts. Provides oversight

authority over DPR's IT Project Portfolio (PP), and is responsible for the oversight of DPR IT projects ensuring that they deliver defined business results within budget, scope, and schedule.

Responsible for the development and submission of required reports to the CDT and CNRA, and for the oversight management of any IT related reports or information packages that are sent to Control Agencies. Represents the DPR as a member of the CNRA Chief Information Officer's Executive IT Committee.

30% - Internal Program Management, Planning, Project Management and Fiscal Management
Responsible for oversight of the IT Project Portfolio (PP) and IT Services within DPR through the oversight of IT operations and the IT budget; to include general responsibility for the planning, deploying and maintaining of IT systems and operations.

Plans, organizes, authorizes and directs all activities associated with the technology operations of DPR, and has direct authority over all IT operations and services within DPR. Manages DPR's ITSD, which consists of approximately 80 state civil service and contract staff. Conduct quarterly all IT staff meetings to provide on-going communication and training. Responsible for improving IT/Business alignment and for developing and implementing IT strategies related to alignment of technologies and services with DPR business direction and objectives. Works with all levels of DPR management to identify and analyze their IT needs; and evaluates and makes recommendations on how to meet the needs. Promotes acceptance and stimulates the use of technology to help meet business objectives and create innovative solutions.

Evaluates emerging technologies and solutions, new applications of technology (e.g., hardware, software, network, etc.) and product and solution roadmaps to assess their ability to assist the department in achieving its policy objectives, strategic priorities and achieving resource and cost efficiencies for the organization. Consults with industry technology experts to develop strategies and solutions that contribute to superior service delivery yielding the highest rate of return for the DPR's programmatic requirements. Serves as the key advisor to the Director on all technology and digital transformation initiatives, Enterprise Architecture, technology standards, shared technology infrastructure and services (e.g., cloud services), and sustainability.

Responsible for the continued improvement of IT processes by evaluating IT service and management functions within the ITSD. Conducts service-level evaluations and provides program management direction to ensure effectiveness and efficiency in meeting business IT needs, and projects and production deadlines. Plans, organizes, and directs all activities associated with the operations of the ITSD through subordinate managers; and makes recommendations and decisions on IT procurements and Contracts.

Responsible for the overall success of DPR's IT Project Portfolio (IT PP). Performs oversight and project health checks on individual projects that make-up the enterprise IT PP, provides overall Executive summary of IT PP status to the Chief Deputy Director and provides individual health status to both Chief Deputy Director and business Project Sponsors. Responsible for the development and continued use of Project Management Methodologies and practices throughout the ITSD. Oversee relationships with vendors, contractors, and service providers.

Responsible for the IT operational budget and defined IT project budget; and anticipates, identifies, and responds effectively to correct funding deficiencies. Responsible for the development of budget change requests and for ensuring cost-effective use of resources, and for identification of IT costs savings that contribute to the overall prudent management of the DPR's budget and for development and submission of IT expenditure reports capturing overall actual and projected IT costs. Responsible for the development of long- and short-term staffing budget plans, which includes ensuring the cost-effective use of resources, equipment and staff resources.

20% - External Program and Executive Management
A key member of the Department's Executive Management Team, with significant impact on all policy issues of concern to the Department and the IT functions. Partners with Executive staff and other internal/external stakeholders in departmental strategic and tactical planning efforts to ensure that business processes, systems and tools are in place to support the day-to-day departmental business operations. Provides leadership in executive oversight of departmental policy and multiple departmental technology projects. Participates in and attends operational meetings to include the State Park Superintendent Meetings, State Park Regional Administrator Meetings, and Executive Staff Meetings.

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Represents the Department with the CNRA, the Governor's Office, Parks Commission, Federal agencies, State control agencies, legislators, legislative staff of legislative committees and private agencies in matters concerning IT, including the development and updating of all necessary control agency requirements such as annual IT plans, operational recovery plans, project study documents and on all parks data analysis issues. In addition, incumbent has direct contact and oversight of IT vendors contracting with the Department. Serves as the top advisor to the Department Director, Executive Staff, and DPR Senior Management on all aspects of information technology services and programs.

15% - Human Resource Management
Ensures development and implementation of training development plans for staff and management and ensures effective staff development through identification of training needs, employee career development planning and the provision of appropriate training. Ensures employees receive ongoing coaching, performance feedback, and timely and accurate Performance Evaluation and Summary Rating evaluations.

Administers policies and procedures established by the California Department of Human Resources, State Personnel Board, CNRA and DPR management. Effectively contributes to and ensures equal employment opportunity in all selection processes. Administers collective bargaining agreements appropriately and contributes to effective labor management relations. Ensures compliance with State, Agency and DPR programs. Ensures positions are allocated to appropriate civil service classifications and are filled through effective recruitment and hiring procedures, resulting in the selection of the most qualified candidate for the job.

Marginal Functions	
%	Task
5%	Other job-related duties as assigned and necessary for operational continuity.

Typical Working Conditions:
• Telework eligible, remote centered.   • Travel is required on a limited basis.

Special Requirements
None

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload.

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

SUPERVISOR'S NAME (PRINT or TYPE)	SUPERVISOR'S SIGNATURE	DATE

Employee Statement

I certify I have read, understand and can perform the duties of this position either with or without reasonable accommodation. I have discussed these duties with my supervisor and have been provided a copy of this duty statement.

EMPLOYEE'S NAME (PRINT or TYPE)	EMPLOYEE'S SIGNATURE	DATE

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