Duty Statement
Department of Managed Health Care

OFFICE: Office of Technology and Innovation	**EFFECTIVE DATE:**
CLASSIFICATION: Information Technology Specialist I	**DATE APPROVED:** 8/22/2025
POSITION: 409-517-1402-011	**TELEWORK DESIGNATION:** Remote-Centered
WORKING TITLE: Data Base Administrator	

DEPARTMENT OBJECTIVE:

The mission of the California Department of Managed Health Care (DMHC) is to protect consumers' health care rights and ensure a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of more than 30.2 million Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

PROGRAM OBJECTIVE:

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California using information technology (IT). The systems that the OTI supports have become a valuable tool in the execution of DMHC's business functions. OTI develops, maintains, and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, business intelligence tools, and the underlying IT infrastructure. The Infrastructure Services Division (ISD) consists of network engineering, systems engineering, desktop engineering, database administration and systems administration staff that provide support for the department's enterprise infrastructure to ensure the quality and functional availability of the DMHC's most critical services and systems.

GENERAL DESCRIPTION:

Under the direction of the Supervisor of Infrastructure Services (IT Sup II) of the Infrastructure Service Division (ISD) within the Office of Technology and Innovation (OTI), the Information Technology Specialist I works independently as the recognized technical specialist on the maintenance of all DMHC's databases. The database administrator acts as the guardian of the organization's data, ensuring it is available, secure, and that databases perform optimally. This position will provide database administration expertise for various applications. Existing technologies include but are not limited to: Structed Query Language (SQL) Managed Instance (Azure), SQL Server, SQL Server Reporting Services, SQL Server Integration Services, SQL Server Analysis Services, ArcGIS, and ProLaw.

IT DOMAINS

☐ Business Technology Management   ☒ IT Project Management
☐ Client Services   ☒ Information Security Engineering
☐ Software Engineering   ☒ Systems Engineering

TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

PERCENTAGE	JOB DESCRIPTION

30% (E) — **Database Design, Implementation and Management**

Works with users, Business Intelligence Division (BID) and Enterprise Applications Division (EAD) to understand data needs and translate them into database structures. Works collaboratively with stakeholders to define requirements. Designs and implements databases that meet data management, data capture, data integrity, data security, data access, data replication and data exchange/integration (within the State and externally) standards. Selects the appropriate database model, defines data relationships, creates database models/schemas, stored procedures and SQL scripts to satisfy such requirements. Configures database servers, installs necessary software, and configures the database environments. Migrates data from existing systems to new databases. Creates and maintains reports using SQL or reporting tools. Manages the overall database environments in support of various enterprise applications, including but not limited to; ArcGIS, ProLaw, SQL Managed Instance (Azure), and CalTime time recording system. Supports the data analysis efforts of program offices by performing backend SQL tasks as needed to assist with delivery of periodic reports and analysis.

25% (E) — **Database Monitoring, Troubleshooting and Risk Mitigation**

Monitors and tracks database performance metrics, including but not limited to, response time and resource consumption, to assist in identifying performance issues. Optimizes databases using techniques such as indexing, query optimization, and resource allocation to ensure maximum performance and efficiency. Administers database objects to achieve optimum utilization. Identifies, troubleshoots and mitigates performance problems, and the associated root causes as part of incident and problem management. Adjusts database configurations as needed and follows standard DMHC Change Control processes. Participates with other OTI teams on data projects and issues, regarding risk analysis and root cause analysis of database issues.

20%	**Backup and Recovery**

Create, coordinate and/or maintain regular backups of the database to protect against data loss. Utilize testing to verify that backups are functioning correctly and can be restored when needed. Develop and implement plans to recover the database in case of a disaster or major outage.

20%	**Security Management**

Define and enforce access controls, user permissions, and security policies to protect sensitive data. Monitor the database for unauthorized access attempts and security breaches. Implement encryption techniques to protect data at rest and in transit. Manage monthly Microsoft security patching of SQL databases, regardless of location or type of database.

5% (M)	**Other**

Participates, as needed, in stakeholder meetings, strategic planning sessions, security incident responses, and other activities. Performs special assignments and other related duties as required. Responds timely within Service Level Agreements (SLAs) to resolve Incidents and Problems assigned by the Service Desk. Assist users with data-related issues, such as data access, query problems, and performance concerns. Maintain documentation of the database design, configuration, and procedures. Stays informed about the latest database technologies and best practices. Serves as a technical resource to provide services that enable innovation of data empowerment hardware, software and integration that improves employee productivity/efficiencies and customer service. Deploys, supports and manages the enabling of data services, availability, and accessibility including application integration for analytic, data driven workflows and decisions.

SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have all knowledge and abilities of the Information Technology Technician and Associate classifications; and

Knowledge of: Information technology governance principles and guidelines to support decision making; complex and mission critical business processes and systems; principles,

methods, and procedures for designing, developing, optimizing, and integrating systems in accordance with best practices; system specifications design, documentation, and implementation methodologies and techniques.

Ability to: Formulate and recommend policies and procedures; perform effectively in a fast-paced environment with constantly changing priorities; establish and maintain project priorities; apply federal, state, department, and organizational policies and procedures to state information technology operations; apply systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems; positively influence others to achieve results that are in the best interests of the organization; consider the business implications of the technology to the current and future business environment; communicate change impacts and change activities through various methods; conduct end-user training; collaborate closely with technical subject matter experts such as database administrators, network engineers, and server administrators to ensure systems are secure and meet compliance requirements; assess situation to determine the importance, urgency, and risks to the project and the organization; make decisions which are timely and in the best interests of the organization; provide quality and timely ad hoc project information to executives, project team members, and stakeholders; develop decision making documents; and assess and understand complex business processes and customer requirements to ensure new technologies, architectures, and security products will meet their needs.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to

adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; 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.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

SIGNATURES:

The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

Employee: I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

Supervisor: I have discussed the duties with and provided a copy of this duty statement to the employee named above.

EMPLOYEE NAME (PRINT)		SUPERVISOR NAME (PRINT)	
Employee's Signature	Date	Supervisor's Signature	Date