

California State Auditor

Duty Statement



Classification - Working Title:	Information Technology Manager II-Chief Information Officer	
Position Number:	339-100-1406-900	Division: Administration-Information Technology
CBID:	E99	Designated Conflict of Interest Position: Yes ☒ No ☐
Employee Name:		

Position Description/Duties: Under the administrative direction of the Deputy of Administration, the incumbent is responsible for the management and operations of the Information Technology (IT) services of the office. The incumbent is responsible for planning, organizing and directing the work of the IT unit and works collaboratively with customers and executive leadership to ensure services and systems are in alignment with the overall goals and strategic direction of the office. In addition, the incumbent manages the use of mission critical software and hardware technology to support the office. The incumbent is responsible for the IT security and ensures threats are addressed and managed along with a Disaster Plan to help mitigate loss of services. The incumbent demonstrates working knowledge of team leadership principles and practices and maintains regular and frequent communication with staff, customers, and performs other duties as assigned including proposing, implementing, and supporting enhancements and new system functionality. The incumbent demonstrates knowledge on laws, rules, regulations, and policies including, but not limited to, Government Code, Public Contract Code, State Administrative Manual, Statewide Information Management Manual, and the State Contracting Manual, which are relevant and applicable to their lines of business.

Job Functions - Essential (E) / Marginal (M) Functions:

40% E	<u>Supervision/Management</u>
	• Develop plans to accomplish the office's goals and objectives surrounding all services (including Cloud services) in accordance with organizational mission and strategic goals. • Supports and advocates management's philosophy, policies, and procedures. • Fosters positive and collaborative relationships with other units within the office. • Provides strategic management directives for mission critical services. • Manage the team to work collaboratively with the office. • Ensures staff successfully support and expand tools and technologies that achieve standardization in the delivery of IT resources. • Manages the day-to-day operations of the information technology services unit including directing and guiding staff who support application design and implementation, network/server administration, and user support. • Leads and inspires a high-performing team. Provides coaching, mentorship, training, and professional development opportunities to team members. Fosters a collaborative and customer-centric culture within the team. • Initiates and manages IT-related contracts, develops scopes of work for contract requests, serves as liaison with contractors. • Directs and oversees IT purchasing in compliance with office policies. • Responds to all executive-level IT requests and provides status/escalates appropriate issues/risks to the executive level. • Communicates vision and strategies to educate staff on day-to-day task changes, provide measurement methodologies to determine if goals are met, provide follow-up plans for both successful and unsuccessful results, encourage staff to

	take ownership for their new roles and responsibilities. Provides expectations on assignments, tasks, and desired outcomes to ensure each team member meets their goals and objectives.
20% E	<u>Policy and Administration</u> - Establishes, implements, and monitors policies and procedures by using knowledge of, and having access to current and changing technology practices and trends gleaned from the private sector, local, state, and federal governments. - Prepares policies, procedures, and guidelines for development, enhancement, and maintenance of information technology infrastructures, systems, hardware/software applications, security, telecommunications, risk management, emergency preparedness, and desktop services by researching industry best practices and lessons learned, existing and changing laws, regulations, policies, and governance guidelines. - Continually reviews and evaluates the technology operational recovery and contingency plans to mitigate loss of services in the event of a disaster. Establish guidelines for risk management, administer technology-related contracts, apply personnel management and development techniques, and oversee procurement activities. - Recommends and establishes technology security standards and privacy practices for electronic data storage and integrates new technologies when appropriate and advises management on matters that cross into privacy and confidential records, records retention administration, and impacts from legislative or strategic initiatives.
25% E	<u>Chief Information Officer</u> - Models and shares the principles of effective teamwork to continuously improve services delivered to external and internal stakeholders. - Manages and supports the development and retention of highly trained technical staff and develop and implement ideas or programs for individual or unit achievements. - Fosters positive and collaborative relationships with IT customers, serving as the primary point of contact for escalated issues and complex requests. - Represents the office as the Chief Information Officer when in discussions with outside entities such as Legislative Data Center, CDT, other state agencies, or vendors. - Develops and implements all IT goals and strategies for the office. - Establishes and maintains operational procedures in compliance with applicable governmental policies and guidelines and IT standards. - Ensures the integrity, performance, and reliability of IT services using industry best practices. - Identifies and mitigates operational risks that adversely impact the delivery of services. - Assesses service offerings to determine continued viability based on customer needs, costs, available skill- sets, and industry standards. - Stays current with industry trends and best practices to drive continuous improvement initiatives. - Effectively and succinctly instructs/informs the office on organization-wide IT additions or modifications. - Oversees maintenance of and ensures that IT policies are accurately captured in the Software and Computer Resources chapter of the office's Comprehensive Manual.

	• Directs and oversees the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices. • Sets priorities, goals and resources to meet service needs that align with strategic organizational objectives. • Determines the need and oversee the implementation of office-wide hardware refreshes and software conversions and upgrades.
10% E	<u>Project Management</u> • Acts as project manager to ensure the successful completion of IT projects. • Manages IT planning efforts including identifying technology platforms, budget needs, resource acquisition, and staff allocation. • Formulates and implements short- and long-range IT goals, objectives, policies, and operating procedures, monitors and evaluates operational effectiveness, and makes changes required for improvement. • Defines key performance criteria for success of programs and objectives encompassing both strategic and operational needs.
5% M	<u>Marginal Functions</u> • Other related duties as required
Supervision Received:	Reports directly to the Deputy State Auditor, Administration.
Supervision Exercised:	Directly: 1 - ITS III; 1 - ITS II; 1 - ITS I, 2 – ITA.
Special Requirements:	None
Working Conditions:	• It is the desire of the State Auditor that all executive level staff work at the office. However, for up to 2 days a week, this position is eligible for participation in the office's hybrid telework program. Work at the alternate work location must be conducted in a space that is ergonomically sound, private, distraction-free, and has safe working conditions to be eligible to telework. • Work performed in the office is in an air-conditioned high-rise building with elevator access and both natural and artificial lighting. • Work may require sitting for an extended period of time using a personal computer and the use of standard office equipment, such as phones, copiers or scanners. • Work may require periodic non-standard work hours and work during weekends to meet workload needs and demands.
Position DS REV Date:	10/21/25

SIGNATURES

I have discussed the duties of the position with the employee.

Supervisor's signature

Date

By signing this document, I acknowledge that I have received, read, and understand the duties listed in the duty statement above and I can perform these duties with or without a reasonable accommodation. I understand that the duty statement is not considered an all-inclusive list of working requirements and that I may perform other duties as assigned within my classification. Duties of this position are subject to change and may be revised as needed or required.

Incumbent's signature

Date

Note: If a reasonable accommodation is necessary or you are unsure, please contact [Human Resources](#) to begin the interactive process.