

PROPOSED

**Department of Health Care Access and Information
Duty Statement**

Employee Name Vacant	Organization Office of Information Services Infrastructure and Operations Branch Infrastructure & Operations Section	
Position Number 441-505-1405-XXX	Location Sacramento	Telework Option Hybrid
Classification Information Technology Manager I	Working Title Infrastructure & Operations Manager	

General Description

Under the general direction of the Chief Technology Officer (IT Manager II), the Infrastructure and Operations Section (ISO) Manager is responsible for directing the activities of the Enterprise Infrastructure Group(EIG), Security Operations Group (SOG), and IT Service Desk (ITSD). The I&O Manager ensures IT infrastructure and end user support are positioned to meet organizational goals.

The Infrastructure and Operations (I&O) Manager is responsible for leading the planning, implementation, and ongoing support of enterprise technology infrastructure and operations. This role plays a critical part in shaping the organization's IT architecture and driving innovation across core areas, including Security Operations, IT Infrastructure, and the IT Service Desk.

The I&O Manager ensures that all systems are secure, scalable, and aligned with business goals. This includes overseeing day-to-day operations, managing cross-functional teams, and collaborating with other IT leaders to develop technology strategies that enhance operational efficiency, resilience, and user experience. The role requires a balance of strategic thinking, technical expertise, and strong leadership to ensure that IT services are reliable, responsive, and future-ready.

Supervision Received	Under general direction, incumbent reports to the IT Manager II, Branch Chief Infrastructure and Operations Branch.
Supervision Exercised	Supervises three (3) IT Supervisor II positions.
Physical Demands	Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.
Typical Working Conditions	Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

Job Duties

E = Essential, M = Marginal

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30%	E	Strategic Leadership, Innovation, and Planning Drive technology innovation across Security Operations, IT Infrastructure, and IT Service Desk to improve performance, efficiency, and scalability. Develop and implement modern architecture frameworks to support current and future business needs. Stay abreast of emerging technologies and trends; evaluate their applicability to the organization's IT strategy. Develop and manage budgets for infrastructure and operations projects. Optimize resource allocation to balance cost, performance, and risk.
15%	E	Infrastructure Management Oversee the design, implementation, and maintenance of core infrastructure systems including networks, servers, storage, cloud platforms, and data centers. Ensure infrastructure systems are resilient, scalable, and aligned with architectural standards. Lead capacity planning, upgrades, and lifecycle management efforts.
15%	E	Security Operations Oversight Collaborate with the cybersecurity team to ensure infrastructure and operations support robust security measures. Oversee security tools and processes that integrate with infrastructure (e.g., firewalls, endpoint detection, SIEM tools). Support compliance and audit efforts by ensuring systems are secure and documented.
15%	E	IT Service Desk & Support Operations Provide leadership to the IT Service Desk team, ensuring high-quality, timely support for end users. Implement service management best practices (e.g., ITIL framework) to improve incident, request, and problem management. Monitor performance metrics and drive continuous improvement in user experience.
10%	E	Architecture & Standards Define and enforce architectural standards, policies, and best practices for IT infrastructure and operations. Work closely with enterprise architects and business units to align infrastructure strategies with organizational goals. Lead architectural reviews and governance processes to ensure consistency and quality.
10%	E	Vendor & Stakeholder Management Manage relationships with key technology vendors, ensuring service levels and deliverables meet expectations. Communicate effectively with executive leadership, business stakeholders, and IT teams to align strategies and resolve issues.
5%	M	Perform other related duties as required.
Other Expectations <ul style="list-style-type: none"> • Demonstrate a commitment to performing duties in a service-oriented manner. • Demonstrate a commitment to building an inclusive work environment that promotes HCAI's diversity, equity and belonging where employees are appreciated and comfortable as their authentic selves. • Demonstrate a commitment to maintaining a work environment free from workplace violence, discrimination, and sexual harassment. • Demonstrate a commitment to HCAI's mission, vision, and goals. • Demonstrate a commitment to HCAI's Core Values. • Maintain good work habits and adhere to all HCAI policies and procedures. 		

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To Be Signed by the Employee and Immediate Supervisor

I have read and understand the duties and expectations of this position.

I have discussed the duties and expectations of this position with the employee.

Employee Signature/Date

Supervisor Signature/Date