



**Classification:** Exempt – Chief Information Officer

**Position Title:** Chief Information Officer

**Position Number:** 801-130-6059-001

**Division/Branch:** Information Technology Division

**Location:** Sacramento, CA

### Job Description Summary

Under administrative direction of the Chief Deputy Executive Director, Operations, the Chief Information Officer (CIO) is responsible for the overall design, development, and execution of Covered California's information technology strategy. The CIO provides executive leadership over complex enterprise-wide business information technology solutions, within a consumer-facing, sales environment. The CIO represents Covered California's information technology initiatives with stakeholders, including state and federal government agencies, vendors, health plans, and other users of the systems. Duties may include access to information technology systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

### Job Description

#### 25% (E)

The Chief Information Officer (CIO) provides executive leadership over Covered California's Information Technology Division (ITD). Directs the work of the ITD staff, information technology consultant staff, and third-party administrators assigned to Covered California's information technology systems and projects. Leads all aspects of the organization's technological development and the implementation of integrated, enterprise-wide business information technology solutions. Oversees the ongoing development and operations of the California Health Care Eligibility, Enrollment, and Retention System (CalHEERS), an automated system for Covered California, Medi-Cal, and Healthy Families that streamlines the resources in which consumers enroll in health coverage.

#### 25% (E)

Directs Covered California's information technology strategy. Provides leadership and oversight over the strategic, operational, and organizational planning processes for complex, consumer-facing information technology initiatives. Directs high-level, enterprise-wide policies and standards to design, maintain, and operate Covered California's information technology systems, ensuring timely, cost-effective, secure and regulatory compliant system implementation and operation.

**20% (E)**

Ensures Covered California's federal regulatory compliance. Oversees the implementation and adherence to the policy standards, instructions, and guidelines set forth by Acceptable Risk Controls for ACA, Medicaid, and Partner Entities (ARC-AMPE). Ensures compliance with the Center for Consumer Information and Insurance Oversight (CCIIO). The CIO is ultimately responsible for ensuring the successful establishment, maintenance, and renewal of Covered California's Authority to Operate and Authority to Connect to all federal data services.

**20% (E)**

Represents the Covered California Board of Directors and Executive Director with high-level stakeholders on information technology matters. This includes meetings, forums, conferences, etc. with, but not limited to, high-level state administration, federal government officials, members of the Legislature, vendors, employee organizations, and consumers. Provides leadership to, and collaborates with, other state and federal departments to execute new and innovative solutions to achieve the organization's mission, vision, and strategic goals.

**10% (M)**

Provides briefings and expert recommendations to Covered California's Board of Directors regarding important information technology matters for the organization. Works in a consultative fashion with other divisional directors within Covered California, advising on technology-related solutions and strategy.

**Scope and Impact**

a. Consequences of Error: The CIO has an extremely high level of independent judgment, decision making, and policy implementation authority. The strategic direction and decisions made by the CIO impact Covered California, Covered California's third-party administrators, federal and state entities, other state-based exchanges, and California consumers. The CIO has the authority to influence decisions that will impact over three million California consumers. Furthermore, the CIO's consequence of error is extremely high.

b. Administrative Responsibility: This position is responsible for the Information Technology Division (ITD), consisting of 116 staff. For FY 2026/27, the Chief Information Officer (CIO) is directly responsible for the ITD operating budget of \$65.4 million, in addition to the oversight responsibility of a \$52.7 million budget for the consumer enrollment management system, CalHEERS.

c. Supervision Exercised: The incumbent directly supervises the following classifications: (2) CEA, (1) Information Technology Manager II, and (1) Analyst II.

d. Internal Personal Contacts: Board of Directors, Executive Director, Chief Deputy Executive Directors, Divisional Directors, Deputy Directors, Branch and Unit Managers, Information Technology Division staff, and other Covered California staff.

e. External Personal Contacts: Directors, Chief Deputy Directors, Deputy Directors, Branch and Unit Managers from other state departments; federal representatives from the Center for Consumer Information and Insurance Oversight (CCIIO) and the Centers for Medicare & Medicaid Services (CMS) and other federal entities (Internal Revenue Service, Department of Homeland Security); high-

level executives from other state-based exchanges; current and prospective vendors; advocacy groups for Covered California customers; and third-party administrators for Covered California programs.

**Physical and Environmental Demands**

Work in a climate-controlled office under artificial lighting; exposure to computer screens and other basic office equipment; office space is open and thus noisy; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak 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 accommodation 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 needed. 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: The incumbent must maintain normal and consistent work hours, averaging 40 hours per week. Work in excess of 40 hours per week is expected when necessary to complete assignments in a timely manner. Monday - Friday, 8:00 AM - 5:00 PM are core business hours.
- b. Travel: May travel up to 20% of the time to satellite offices and for offsite meetings, training, and conferences.
- c. Other: N/A