

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

Employee Name Vacant	Organization Office of Technology Services Infrastructure and Data Operations Branch Data Operations Section 
Position Number 441-179-1405-001	Telework Option Hybrid
Classification Information Technology Manager I	Working Title Assistant Branch Chief, Data Operations Section
Supervision Exercised IT Specialist II and IT Supervisor II positions	Location Sacramento
Conflict of Interest: Yes ☐ No ☒	Fingerprint/Live Scan: Yes ☐ No ☒
Revision Date August 2026	Effective Date August 2026

Mission and Vision

HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department does this through five program areas - Affordability, Workforce, Data, Facilities, and Financing.

HCAI's mission is to expand access to quality, equitable, affordable health care for all Californians by supporting high-value delivery systems, resilient health facilities and workforces, and actionable health information and strategies.

HCAI's vision is a healthier California where all receive equitable, affordable, and quality health care.

General Description

Under the general direction of the Information Technology Manager II, Chief Technology Officer (CTO,) the Information Technology Manager I (ITM I) has full supervisory and oversight responsibility for the Data Operations Section.

The incumbent independently plans, organizes, directs, and evaluates the activities of subordinate supervisors responsible for the Data Management Group and Healthcare Cost Information Management Group. Responsibilities include the design, development, delivery, and sustainment of HCAI's enterprise data platforms, including both legacy SQL Server relational databases and traditional ETL pipelines, as well as modern data lake and Lakehouse architectures. This position monitors and evaluates Data Operations program performance and ensures the section delivers

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certified, high-quality, secure, and timely data products in support of HCAI's mission and business outcomes.

The position partners with peer units across the Office of Technology Services (OTS) and collaborates with HCAI's offices and programs department-wide, enabling each business area to more effectively leverage its data assets through trusted, discoverable, and fit-for-purpose data products, platforms, and services. Responsibilities include the operational components of enterprise information management, including data engineering, data ingestion and integration (ETL/ELT), dimensional and logical data modeling, enterprise data warehousing, data lake/Lakehouse platform operations, and master and reference data management. Because the Data Operations Section resides within a combined Infrastructure & Data Operations organization, the position coordinates closely with infrastructure, network, database administration, cloud platform, and cybersecurity leads to ensure data platforms are deployed, hardened, monitored, and operated in alignment with enterprise standards.

The position maintains oversight of information assets under the Data Operations Section, supports project-level activities, ensures the appropriate use and governance of data assets in support of the overall business strategy, develops supervisors and staff to achieve a high level of competence, and serves as a senior advisor providing recommendations directly to the CTO and OTS Senior Management Team.

Essential Job Functions

30% Administration and Supervision

Plan and direct work organized into the primary components of the Data Operations Section, including data engineering, data modeling, enterprise data warehousing, data lake/lakehouse operations, ETL/ELT pipeline development, and master data management. Evaluate the performance of management and staff to ensure acceptable job performance; work with each subordinate unit to develop the required technical skills and core competencies — across both legacy SQL Server/ETL stacks and modern lakehouse platforms — to achieve performance objectives. Assign projects and delegate responsibilities as needed; monitor and evaluate the performance of subordinate units. Coordinate, review, and approve all section administrative matters including, but not limited to, personnel actions, contracts, budgets, training plans, and purchase requests. Design and implement plans to develop subordinate units in supported and planned technologies and methods as outlined in the HCAI Enterprise Architecture (EA) frameworks and Infrastructure & Data Operations standards. Employ approved methods to recognize and promote exceptional individual performance and teamwork.

30% Data Operations Delivery and Platform Management

Responsible for developing, executing, and monitoring both strategic and operational plans for the Data Operations Section and for overseeing effective implementation and ongoing service delivery of HCAI's enterprise data platforms. Plan, organize, direct, implement, standardize, and align the

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operational components of data engineering, data modeling, data warehousing, data lake/lakehouse architecture, and master data management. Oversee the design, build, and sustainment of ETL/ELT pipelines, dimensional and canonical data models, curated data products, and MDM domains that support enterprise reporting, analytics, and AI-ready data delivery. Manage the modernization roadmap from legacy SQL Server and traditional ETL workloads toward cloud-native data lake and lakehouse patterns, ensuring continuity of service, data quality, traceability, timeliness, usability, and cost-effectiveness. Partner with IT Operations and Infrastructure peers within the combined organization to align data platform deployments with compute, storage, network, identity, backup/recovery, and cybersecurity standards. Lead and oversee the planning, analysis, and implementation of critical IT work efforts to resolve complex data platform problems. Administer and coordinate the IT services portfolio related to Data Operations; monitor and evaluate service delivery and IT program performance; and oversee service resource allocation and resolve resource-priority conflicts. Establish and maintain positive relationships with external stakeholders, such as vendors, trade groups, and other organizations, to ensure the Office of Technology Services is aware of changes to the data platform landscape and healthcare industry.

20% Customer and Stakeholder Relationship Management

Establish and maintain positive relationships with HCAI office leadership, program managers, executive staff, business data stewards, and other key stakeholders across the department. Partner with other OTS units to jointly engage HCAI's offices and programs — understanding their mission priorities, business processes, and data needs — and translate those needs into engineered data products and services that maximize the value each office realizes from its data assets. Resolve critical issues with customers and stakeholders. Drive effective communications across the enterprise and promote consistency, transparency, and a unified message that conforms to HCAI values.

10% Innovation Strategy

Identify and introduce opportunities for data and technology innovation to HCAI through the adoption, application, and improvement of Data Operations service offerings — including advancements in lakehouse architectures, modern ELT and streaming ingestion tooling, metadata-driven engineering, and AI-ready data preparation. Coordinate with the CTO and the OTS Senior Management Team to plan, organize, implement, and administer innovative service management strategies; and collaborate with offices and programs across HCAI to solve business problems with appropriately aligned data services that drive business value and positive outcomes.

5% Governance

Support and advance data governance activities across the HCAI enterprise, including implementation of data quality monitoring, master and reference data controls, metadata management, and data stewardship practices in partnership

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with the enterprise data governance council. Ensure that data used for financial and regulatory reporting is valid, reliable, traceable, timely, available, secure, and consistent.

Marginal Job Functions

5% Performs related duties, special assignments, and program support activities consistent with the classification and level of responsibility of the position.

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.

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.

Employee Statement

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

Employee Name	Employee Signature	Date Signed

Supervisor Statement

I have discussed the duties of this position with them and have provided a copy of this duty statement to them.

Supervisor Name	Supervisor Signature	Date Signed