Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	**Organization** Office of Technology Services Digital Services Branch Application Delivery Section
Position Number 441-175-1405-006	**Telework Option** Hybrid
Classification IT Manager I	**Working Title** Application Delivery Section Manager
Supervision Exercised Supervises 2 (two) Information Technology Supervisor II	**Location** Sacramento
Conflict of Interest: Yes ☒ No ☐	**Fingerprint/Live Scan:** Yes ☐ No ☒
Revision Date 10/28/2026	**Effective Date**

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, 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
This is the managerial level. Under general direction, incumbent reports to the IT Manager II and have significant responsibilities for formulating or administering organizational information technology (IT) policies and programs and for planning, organizing, and directing the work of one or more information technology programs or units, typically through subordinate supervisors. This level may manage the work of lower-level information technology and support staff. Incumbents may manage work in any IT domains.

The incumbent provides the overall leadership and strategic direction for the application delivery section and related IT systems. The incumbent oversees the implementation of upgrades and new modules and drives continuous improvement to the solutions and development processes. Oversees application life cycle planning, including, but not limited to, acquisition, implementation,

support, and retirement. Incumbent works with business and technology leadership, serving as an expert resource, bringing forth opportunities to leverage shared services and streamline business and IT processes.

Essential Job Functions

35% Management and Administration

Oversee the activities of the Application Delivery Section. Convey the priorities and deadlines to subordinate supervisors who assign work items to staff accordingly. Evaluate the performance of management and staff to ensure acceptable job performance; work with each subordinate unit to develop required skills and core competencies to achieve IT operational performance objectives. Assign projects and delegate responsibilities as needed; monitor and evaluate the performance of subordinate units in the section. Coordinate, review, and approve all 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. Employ approved methods to recognize and promote exceptional individual performance and teamwork.

30% Project Leadership

Serve as a technical manager for the most strategic, enterprise, and critical projects impacting the HCAI systems. Guide the development of plans and artifacts to obtain internal and external project approval. Provide managerial oversight for staff who support the systems to ensure projects are accomplished on schedule and within budget to the specification of business users. Ensure compliance with the complete range of System Development Life Cycle (SDLC), Change Management, Release Management, Enterprise Architecture, and similar processes and tools. Participate in vendor and consultant procurement and selection process. Assist with project risk analysis and project lessons learned collection and improvements.

20% Strategic Planning

Facilitate IT strategic planning sessions. Promote the adoption of the Department's Strategic plans and principles, with focus on customer service, enterprise IT solutions, adoption of best practices, delivery of cost-effective services and solutions for business partners. Review, analyze and provide guidance on legislative bill analysis to evaluate the impact to systems and resources. Create and provide policy and procedural guidelines to staff to ensure compliance with State regulations, policies, and procedures.

10% Customer Relationship Management

Establish and maintain positive relationships with division management, executive staff, and other key stakeholders. Resolve critical issues with program customers. Drive effective communications across the enterprise and promote consistency, transparency, and a unified message that conforms to HCAI values. Lead efforts to develop and communicate enterprise-wide IT services and innovations.

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 and have provided a copy of this duty statement to the employee named above.

Supervisor Name	Supervisor Signature	Date Signed