# Duty Statement
## Department of Managed Health Care

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| **OFFICE:**<br>Office of Technology and Innovation | **EFFECTIVE DATE:** |
| **CLASSIFICATION:**<br>Information Technology Specialist III | **DATE APPROVED:**<br>10/29/2026 |
| **POSITION:**<br>409-501-1415-002 | **TELEWORK DESIGNATION:**<br>Remote-Centered |
| **WORKING TITLE:**<br>Enterprise Architect | |

**DEPARTMENT OBJECTIVE:**

The mission of the Department of Managed Health Care (DMHC) is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system. The DMHC accomplishes its mission by ensuring the health care system works for consumers. The Department protects the health care rights of Californians by regulating health care service plans, assisting consumers through a consumer Help Center, educating consumers on their rights and responsibilities and preserving the financial stability of the managed health care system.

**PROGRAM OBJECTIVE:**

The Office of Technology and Innovation (OTI) enables the DMHC to deliver essential services to the State of California through the use of information technology (IT). The systems OTI supports have become a valuable tool in the execution of DMHC's business functions. OTI develops, maintains and supports multiple IT systems that include a vast variety of office automation tools, custom applications, public and internal web sites, low-code business intelligence tools, low-code application development tools, data analytics and the underlying IT infrastructure.

**GENERAL DESCRIPTION:**

Under administrative direction of the Chief Information Officer (CIO), the Information Technology Specialist lll (ITS III) serves as the mastery-level department Enterprise Architecture (EA) lead responsible for the evaluation and selection of technology standards and governance processes to ensure Information Technology (IT) alignment to DMHC business and operating structure. The ITS III establishes and leads the DMHC Enterprise Architecture Committee (EAC) that is comprised of subject matter experts (SME's) from Application, Data, and Infrastructure disciplines. The ITS III is primarily responsible for leveraging Organizational Change Management (OCM) to mature, define and socialize the value of Enterprise Architecture, and garner acceptance of the greater Enterprise Architecture Program. The ITS III shall also participate in California Health and Human Services (CalHHS)

initiatives and governance including but not limited to Agency Enterprise Architecture and Governance. The ITS III is responsible for modernizing the design of shared services for the most critical and complex projects and initiatives, as well as serving as a key advisor to architecture practices and methodologies; is responsible for providing technical and architectural consultation by advising the CIO in the development, maintenance and organization of the department's IT architecture framework and associated policies, standards, and governance methods. Implementation of this framework methodology requires unique mastery-level skills that demands the ability to lead and advise architecture teams to effectively develop technology solutions that strategically align to DMHC business vision and Strategic Plan.

The ITS III is responsible for the development and implementation of the EA framework and methodology; makes recommendations to the CIO and other executives regarding architecture policies and compliance; works with DMHC program offices, stakeholders and others which include but are not limited to the Solutions Architect, Data Architect, Infrastructure Architect, Security Architect, CalHHS Agency Enterprise Architect to arrive at the most appropriate system and/or integration architecture to meet the needs of DMHC's multitude of systems. With IT constantly changing, the ITS III will stay up-to-date on emerging technologies and information that impact the enterprise architecture and DMHC's ability to interact with external entities and partners. At the mastery-level, the ITS III maintains first-rate architectural, pioneering, and presentation skills for creative facilitation, organization, and reporting. The ITS III collaborates with lead project support teams to facilitate and implement initiatives and processes to achieve the DMHC strategic goals and business objectives.

## TYPICAL DUTIES:

Employee must be able to perform the following duties with or without reasonable accommodation.

**PERCENTAGE** **JOB DESCRIPTION**

**Essential (E)/Marginal (M)**

**50% (E)** **Enterprise Architecture Program Management**

At the mastery-level, the ITS III:

- Develops, matures and socializes the value of Enterprise Architecture to garner acceptance of the greater Enterprise Architecture Program by leading the DMHC EAC responsible for establishing the department's EA practice by;
    - Refining the existing EA Charter including the goals and objectives for the EA program,
    - Educating executives, managers, architects, project teams, business stakeholders, OTI technologists and EA practitioners on the value, principles, standards, methodologies, and strategic benefits of Enterprise Architecture,
    - Developing awareness and understanding as to the value of Enterprise Architecture (value proposition) and fostering adoption of the Enterprise Architecture Program across OTI and the Department

through execution of Organizational Change Management (OCM) initiatives.
    - Building consensus and alliances, fostering collaboration, facilitating cross-functional partnerships, and unifying business and technology stakeholders around shared enterprise architecture goals, standards, and strategic outcomes.

- Defines and designs business capabilities, functions, value streams, organizational operating models, and repeatable processes to support strategic business objectives and enterprise technology planning.
    - Establishes and maintains enterprise business capability models.
    - Identifies opportunities to consolidate, rationalize, modernize, or retire technology assets and systems to reduce technical debt.
- Performs as Lead Architect in support of Information Technology (IT) projects, initiatives, and work efforts to ensure alignment with enterprise architecture policies, principles, standards, frameworks, reference architectures, target-state architectures, governance requirements, and strategic business objectives.
- Leads enterprise architecture review activities and provides architectural guidance regarding technology standards compliance, architecture exceptions, enterprise risks, and technology investment decisions.
- Supports and champions the DMHC's move from on-premise architecture to hybrid-cloud and native-cloud architectures that support infrastructure elasticity / scaling, security, resilience, fault tolerance, operational efficiency, and long-term technology modernization objectives.
- Develops and maintains enterprise business, data, application, technology, security, and integration architecture models, diagrams, reference architectures, capability maps, and other artifacts with sufficient specificity to support executive decision making and guide implementation teams/
- Performs technical assessments and assists in the development and review of California Department of Technology's (CDT's) Project Approval Lifecycle (PAL) and/or Project Development Lifecycle (PDL) documentation and other IT business and technical documentation.
- Works in conjunction with OTI architects to develop solutions that adhere to modular development, enterprise service, interoperability, and reusable architecture principles. This includes product research, demonstrations, technology assessments, proof-of-concept evaluations, and analysis with DMHC program areas.
- Performs as the lead architect in the assessment of project architecture feasibility, implementation benefits, enterprise impacts, technology risks,

technical debt considerations, and architecture maturity objectives to support the Department's target-state architecture.

- Maintains documentation for all aspects of enterprise solutions and a robust knowledge of the department's Business Processes, Current State (As-Is) and Future State (To-Be) architectures.
- Develops enterprise technology strategies that shape the evolution of DMHC's enterprise architecture by establishing standards, principles, controls, reference architectures, roadmaps, and governance processes across business, data, application, infrastructure, security, and integration domains.
- Formulates policy and procedures and ensures they are in-line with the department and IT strategic direction.
- Inform system architecture design, implementation, and maintenance across multiple platforms to best align technology solutions with business strategies.
- Identifies, evaluates, and mitigates adverse implications of technology decisions that pose architectural, operational, cybersecurity, privacy, interoperability, vendor dependency, or enterprise risks to departmental solutions and strategic objectives.
- Reviews/approves relevant project deliverables.
- Consults with OTI and CalHHS Architects to strategically improve business capabilities, technology interoperability, enterprise integration, and service delivery.
- Effectively communicate EA principles and processes to a wide variety of stakeholders from executives to program office stakeholders while maintaining professional relationships that assist in identifying and assessing business needs.
- Works in conjunction with CalHHS EA to incorporate CalHHS Architecture guiding principles into the DMHC EA program.
- Serves as the Department's principal advocate for Enterprise Architecture, promoting organizational understanding, engagement, collaboration, and adoption of enterprise architecture practices across business and technology organizations.
- Leads the maturation of the Department's Enterprise Architecture program through education, mentorship, relationship building, communication, and continuous stakeholder engagement.
- Represents DMHC in enterprise architecture, governance, modernization, interoperability, and strategic planning initiatives with CalHHS and other State entities.

**30% (E) Mastery-Level Advisory**

- The ITS III advises the OTI in applying process improvement models and methodologies, best-practices, and guidelines to update and align organization business architecture outcomes and processes.
- Advises on and coordinates the planning and delivery of enterprise business and technology strategies, organizational capabilities, technology portfolios, modernization initiatives, and enterprise architecture roadmaps.
- Provides value to OTI projects by leading business process improvement initiatives.
- Establishes architecture performance measures, maturity indicators, and strategic outcomes used to evaluate enterprise architecture effectiveness and investment value.
- Develops Enterprise future-state architecture roadmaps for review and approval by the EAC in support of priorities as defined by IT Governance.
- Advises executive leadership on technology investments, portfolio prioritization, application rationalization, resource allocation, risk management, security considerations, technology lifecycle decisions and architecture alignment to maximize organizational value and strategic outcomes.

**15% (E) Organizational Change Management**

- Promotes the growth and maturity of the EA program to deliver business value and ensure program adoption and sustainability.
- Participates in Department, Agency and State workgroups, communities of practice, enterprise architecture forums, and governance bodies to advance architecture principles, standards, interoperability objectives, and digital transformation initiatives.
- Maintaining knowledge of the State’s direction in the areas of PAL / PDL, project development, adoption of Agile practices, and overarching EA.
- Maintains expert knowledge of industry best practices and trends in enterprise architecture, artificial intelligence, data architecture, analytics, automation, application development methodologies, cybersecurity, cloud computing, interoperability frameworks, and emerging technologies.
- Adopting, implementing, and socializing one (or a hybrid of multiple) EA frameworks that support DMHC’s strategic plan and operating model.
- Working in collaboration with staff that perform impact analysis on proposed legislation with an IT component, performing research related to technology trends and best practices, and developing strategic plans that align with business and organizational goals.

**5% (M) Marginal Duties**

- Occasional travel is required to meet internal or external customers, stakeholders, vendors for technical and leadership training or seminars. Performs other job-related duties, which may include miscellaneous special projects, as assigned by executive management.

## SUPERVISION EXERCISED OVER OTHERS:

Does not supervise others.

## KNOWLEDGE, ABILITIES AND ANALYTICAL/SUPERVISORY REQUIREMENTS:

The employee should be familiar with DMHC mission, goals, organizational structure and major work programs. The employee must also have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers, and be able to deal tactfully, professionally and confidentially with all internal and external customers and contacts. In addition, the employee must:

Have the ability to reason logically and use analytical techniques to solve difficult problems; research, understand, interpret and articulate applicable laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; provide clear, concise, and effective written documentation and oral presentation. In addition, the employee must have:

All knowledge and abilities of the Information Technology Specialist II classification; and

**Knowledge of:** Development and application of technology in the current and future business environment; emerging technologies and their applications to business processes; policy development; and applications and implementation of information systems to meet organizational requirements.

**Ability to:** Research and identify best practice methods and processes to identify current and emerging trends in technology and recommend appropriate courses of action.

## CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS:

The employee may have access to very sensitive and confidential information. Careless, accidental or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal action against those involved.

## PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS:

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; must be able to organize and prioritize their work under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully and professionally; and must be able to work independently. The employee must be able to create/proactively support a work environment that encourages creative thinking and innovation; understand the

importance of good customer services and be willing to develop productive partnerships with managers, supervisors, other employees, and, as required, control agencies and other departments.

## WORK ENVIRONMENT:

The DMHC utilizes a hybrid telework model to provide all employees with an avenue to telework while ensuring business and operational needs are met.

Remote-Centered employees are expected to maintain a safe and distraction free work environment at the approved alternate work location. Remote-Centered employees agree to adhere to the state telework policy, the DMHC's telework policy, and conditions cited in the Telework Agreement (STD 200).

Office-Centered employees are expected to maintain a dedicated workstation at a DMHC official worksite. Office-Centered employees are expected to work in a climate-controlled office or cubicle under artificial lighting.

## POSITION REQUIREMENTS:

This position requires the incumbent maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

Note: Any business travel reimbursements will be done in accordance with the approved applicable Memorandum of Understanding (MOU).

## ADDITIONAL REQUIREMENTS:

This position is required under the DMHC's Conflict of Interest Code to complete and file a Form 700 within 30 days of appointment and annually thereafter.

## SIGNATURES:

**The statements contained in this duty statement reflect details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload**.

**Employee:** I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). *(If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your questions and/or concerns with the RA Coordinator.)*

**Supervisor:** I have discussed the duties with and provided a copy of this duty statement to the employee named above.

State of California
Health and Human Services Agency
Department of Managed Health Care
**DUTY STATEMENT**
DMHC 62-137 New: 12/04 Rev: 10/2025

| EMPLOYEE NAME (PRINT) | | SUPERVISOR NAME (PRINT) | |
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| Employee's Signature | Date | Supervisor's Signature | Date |