Department of Consumer Affairs **CURRENT/PROPOSED**
Position Duty Statement
HR-041

Classification Title Data Processing Manager III	***Board/Bureau/Division/Office*** Contractors State License Board (CSLB) Office of Information Technology
Working Title Chief of Information Technology	***Section/Unit/Geographic Location*** Office of Information Technology Information Technology Division Sacramento
Position Number 622-120-1393-002	**Effective Date**

Under the direction of the CSLB Registrar and Deputy Chief Registrar, the incumbent as the Chief of the Information Technology Office, has the full responsibility for directing all activities of the CSLB Office of Information Technology. The incumbent manages the planning, development, and use of any software or hardware technology to support CSLB operations. The DPM III is also accountable for the implementation of CSLB's goals and objectives set-up through the annual CSLB Strategic Business Plan and serve as a member of the Executive Management team.

A. <u>SPECIFIC ACTIVITIES</u> [Essential (E) / Marginal (M) Functions]

30% (E) <u>INFORMATION TECHNOLOGY MANAGEMENT</u>

- Responsible for the management of all CSLB Information Technology functions, including the supervision of subordinates, the coordination, management, and planning of data processing systems and their development, ongoing applications processing, and all phases of the operation of computer and equipment of multiple information technology functions in support of large batch and integrated systems.

  Specific areas of management responsibilities include:

- Operate, maintain, and support multiple disciplines involving a variety of mission critical technical hardware infrastructure and application software systems (e.g. support a local area network and virtual private network connecting approximately 465 employees for access and secure remote access to the Licensing and Enforcement System, E-mail, remote E-mail access, Internet access, and electronic web based calendaring and scheduling.

- Support of a mission critical Interactive Voice Response/Automated Call Distributor system to allow consumers to call an 800 number to retrieve licensee information, listen to pre-recorded messages and/or order forms/publications; administering and support of telephone systems located in each of the CSLB locations.

- Maintain operation of the Plastic Pocket Card Issuance System for production of licensee identification cards; and the Print System to produce large scale print jobs using data from the Licensing and Enforcement System that include licensee wall certificates, letters, reports, etc.

- Design, develop and maintain enterprise architecture of servers, switches and routers to maintain connectivity and allow for maximum data sharing; manage personal computers, laptops, stand-along printers, network printers and other peripherals distributed throughout the various statewide CSLB offices, and maintain the wiring infrastructure which includes the incoming telephone lines at the Multiple Points of Entry unit and patch panel modular wiring system.

- Administer the security and security access policies to protect mission critical data, applications and systems; administering of the virus detection and scanning software on all computer devices; and administering hardware and software firewall to prevent unauthorized intrusion.

- Host a "Help Desk" to support all users on hardware and MS-Office; complete request for service to any electronic device including telephone instruments, complete password resets, administer and maintain the mission critical IBM/FileNET based application to capture images and route work in the program units through pre-programmed steps, provide software training classes on a variety of applications for internal staff; maintain change control for application systems and keep library of application documentation.

- Develop and maintain the mission critical Licensing and Enforcement System for licensing and enforcement records, the support of numerous external interfaces to the mainframe application, conducting public sales of contractor data in the form of mailing labels, diskettes, CD-ROMS, electronic files and paper reports, providing batch job support for production batch activities such as licenses, notices, citation notice, statistical reports, letters, etc.; Imaging and Workflow Automation System that automates core licensing business functions by scanning and electronically providing immediate access to records; and State Contractor Official Regulatory System for administering and scoring all CSLB licensure exams.

- Maintain, develop and update of a Web site; support of a variety of Business Necessary applications in MS-Access database; administer a licensee data/status look-up that allows consumers to verify licensee status through the Interactive Voice Response Unit and the Web page.

- Maintain the ability to allow other state agencies, building departments, and individuals to access the CSLB data files to support their individual objectives, and networks with the Secretary of State's Corporation System to determine the validity and status of corporate entities applying for state contractor licenses, the DMV System to identify and locate individuals, and the Dept. of Justice application systems.

25% (E) <u>ORGANIZATIONAL CHANGE MANAGEMENT AND STAFF DEVELOPMENT</u>

- Responsible for the development, management, and implementation of CSLB's BreEZe Organizational Change Management (OCM) plan and shall formally set expectations, employ tools to improve communication and proactively seek ways to reduce misinformation. Responsible to develop, monitor, and implement CSLB BreEZe OCM plan. This includes coordinating and providing agreement on a common vision for change, providing leadership to communicate vision and business case, strategy for educating staff on their day-to-day task changes, providing measurement

methodologies to determine if goals are met, provide follow-up plans for both successful and unsuccessful results, and encourage staff to take ownership for their new roles and responsibilities.

- Perform the planning and scheduling of Information Technology Division staff workload to ensure that each Technology Unit achieves operational goals in support of the OCM Plan, Strategic Business Plan and Organizational Efficiency; monitor and control projects in accordance with established plans. Model and share the principals of effective teamwork to continuously improve services delivered to internal and external stakeholders. Create and support the development and retention of highly trained technical staff. Develop and implement ideas or programs for individual or unit achievements. Mentor, motivate, and guide supervisor and technology staff to be subject matter experts in given technology related duties (e.g., application services and development, infrastructure services, network administration, Website design, etc.) so that initiative(s) are delivered within budget and on schedule.

20% (E) <u>INFORMATION TECHNOLOGY PLANNING</u>

- Responsible for developing, maintaining and improving all activities within each technology related program unit through planning and managing of the staff and resources allocated. The incumbent supervises the preparation of feasibility study reports, monitors the quality of application systems design, implements development of the life cycle, and directs the implementation of new computer applications or new technological solutions to meet the Board's mission, vision, and goals.

- Maintain an awareness of industry trends and emerging technologies to meet the Board, client and industry needs, and ensures that the highest quality services are provided. Establish planning processes to ensure the most effective use of data processing to meet the CSLB business requirements.

- Recommend methods in creative decision-making, problem solving, motivation and process/service improvements. Coordinate the Information Technology planning efforts including identifying technology platform, budget needs, resource acquisition and staff allocation. The scope of these planning efforts includes short and long-range plans encompassing both strategic and operational needs. Maintain familiarity with the administrative processes (i.e., office space for wiring needs, procurement guidelines for contracts or equipment purchase, etc.).

- Perform assigned tasks as a member of the CSLB Management Team in the evaluation, development, and implementation of organizational goals and objectives. Routinely assesses the information technology needs of the Board and presents recommendations for executive action.

- Prepare budget estimates and recommend the technology budget and any augmentation, direct information systems planning and implement training plans.

10% (E) <u>PROJECT MANAGEMENT</u>

Act as project manager to ensure the successful completion of state Information Technology projects. Perform planning, scheduling and controlling all aspects of the project including management of staff by delegation; management of several different functional groups with different needs; management of teams; communication with

project team members, sponsors, stakeholders and the California Department of Technology; time management; risk management; change management; procurement and vendor management/performance; presentations; calculate, track and manage budget/earned value of project; and other tasks necessary to implement successful projects.

10% (E) POLICY AND ADMINISTRATION

- Implement State policies and practices to govern how to operate in the area of security, risk management, telecommunication, emergency preparedness and hardware/software standards.

- Responsible for developing and administering policies of the Information Technology functions, direct all computer operations, network operations, and data guidance/data control, establish system software standards, plan hardware, software, and network implementation, evaluate system performance and direct capacity management. Perform annual review of policies and practices to ensure the CSLB stays within the parameters set by these policies and practices, plus stays in conformance with State guidelines through DCA, California Department of Technology, Department of Finance Technology Governance practices, etc.

- Maintain the Board's technology operational recovery and contingency plans, establish guidelines for risk management, track the California Department of Technology Data Center costs, administers technology related contracts, applies personnel management and development techniques, and understands procurement activities. Provide guidance to establish technology related security standards, give advice on privacy practices for data storage and integrate new technologies when appropriate, and advise management on matters that cross into privacy and confidential records, records retention administration and impacts from legislative or Board driven strategic initiatives.

5% (M) INFORMATION TECHNOLOGY COMMUNICATION

The incumbent is responsible for representing the CSLB in information technology matters with other Departments, Agencies, City and County Governments, Public Entities, Legislative Members, and CSLB Board Members. Serves as liaison to the Department of Consumer Affairs and other control entities (e.g., Department of Finance Technology Oversight Support Unit, California Department of Technology Data Center, etc.) to ensure CSLB receives project and/or purchase approvals necessary to meet service level expectations. Establish and maintain effective working relationship between the CSLB program areas (users) and the Office of Information Technology Units.

B. SUPERVISION RECEIVED

The incumbent receives general direction from the CSLB Registrar and the Chief Deputy Registrar.

C. SUPERVISION EXERCISED

The incumbent provides direct and indirect supervision to the CSLB Office of Information Technology staff, and is responsible for the planning, assigning, and reviewing of work performance.

D. ADMINISTRATIVE RESPONSIBILITY

The incumbent is responsible for overall responsibility for administrative duties in support of the CSLB Office of Information Technology, including the areas of staff recruitment and training, writing and delivering staff Individual Development Plans, probationary reports, disciplinary actions, scheduling and managing projects, budget issues, acquisitions and contract planning, etc.

E. PERSONAL CONTACTS

The incumbent represents the CSLB Office of Information Technology in matters relating to the various technology services for the Sacramento Headquarters Office, nine Investigative Offices, eight Test Centers, and two Intake/Mediation Centers. The incumbent will establish and maintain a cooperative working relationship with: Board Members, CSLB Directors, City and County Building Departments, CSLB Registrar, Office of Information Technology, Directors and Division Managers of the California Department of Technology/Data Center, executives from various public sector corporations and businesses, the Department of Consumer Affairs Division Managers, CSLB Division Managers and Staff, Assembly Members and Senators, Representatives from other State Government Agencies (e.g., control, licensing, licensing, procurement, personnel, tax, insurance, utilities, employment, Secretary of State, DMV, DOJ, etc.).

F. ACTIONS AND CONSEQUENCES

The CSLB is responsible for the monitoring and custodian of all licensed and unlicensed contractors in the State of California. Public health and safety are affected if contractors are permitted to provide sub-standard services. The incumbent is responsible for storage, maintenance, and security of license and investigative data. Directs CSLB staff to retrieve and use computer application data as well as providing timely data to the CSLB Board and its members, the Registrar of Contractors, and the CSLB staff. Improper direction and decision made by the incumbent pertaining to the CSLB Information Technology systems will result in a continuing and possibly expanded threat to the consumer. Data must be made available by various means to ensure the consumers may obtain knowledge of unqualified, unlicensed, and unscrupulous contractors. Maximum application, network connectivity and data integrity is essential to assess the efficiency of the CSLB operations. All statistical data is stored in the a database system; information given to the public over the telephone and website must be accurate, and information concerning the Licensing and Enforcement program gathered in automated applications must be reliable and perform as specified. Dollar investment in technology decisions associated with the CSLB program are mission critical to delivering a significant portion of the core services throughout all program units.

G. FUNCTIONAL REQUIREMENTS

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control; sitting and standing requirements are consistent with office work. Daily access to and use of a personal computer and telephone is essential. Work outside normal business hours may be required; and **frequent** travel between the CSLB headquarters office and the Department of Consumer Affairs headquarters office located in Sacramento at 1625 North Market Boulevard will be required.

H. OTHER INFORMATION

The incumbent is responsible for the development and implementation of the Organizational Change Management (OCM) Plan that will be required for the successful implementation/adaption of the new BreEZe system. This function will be a large portion of the incumbent's daily duties during the initial planning phase through the three to six month post implementation phase. The incumbent will be required to travel daily between the Department of Consumer Affairs headquarters in Natomas and the CSLB Headquarters in Sacramento. The duration of this responsibility is anticipated to last as long as two (2) years.

This position is subject to the Department of Consumer Affairs' Conflict of Interest Code (16 CCR §3830.)

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

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Employee Signature Date

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Printed Name

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

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Supervisor Signature Date

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Printed Name

Approved by: EF 4/21/15