

Department of Consumer Affairs

Position Duty Statement

HR-041 (new 12/09)

Classification Title	Board/Bureau/Division
Data Processing Manager II	Medical Board of California
Working Title	Office/Unit/Section/Geographic Location
	Information Systems Branch– Sacramento
Position Number	Effective Date
629-151-1384-002	

Under the administrative direction of the Deputy Director of the Medical Board of California, the Data Processing Manager II is responsible for planning, organizing, and directing all activities of the Board's Information Systems Branch (ISB). The incumbent works through three Systems Software Specialist IIs, one Senior Information Systems Analyst, and three Staff Information Systems Analysts to provide information systems services to the Medical Board and its affiliates. The incumbent directs all areas and responsibilities of the ISB which is a medium, complex information systems unit that provides applications development, internet and intranet, Local Area Network (LAN) systems support, Wide Area Network (WAN) systems support, help desk and personal computer (PC) support to approximately 400 Medical Board of California and Department of Consumer Affairs (DCA) customers located throughout California and 20,000 licensees a year who renew their licenses using BreZE online services.

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

(40%) PLANNING, ORGANIZATION, AND POLICY DEVELOPMENT (E)

- Plans, organizes, and establishes priorities for all data processing and information technology services including but not limited to: applications development, internet and intranet services, LAN and WAN systems support, help desk and PC support, provided in support of the Medical Board's programs, its affiliated healing arts programs, the Department of Consumer Affairs' Health Quality Investigation Unit (HQIU), and the Physician Assistant Board (PAB). **(15%)**
- Analyzes and evaluates information technology needs for the Medical Board and its affiliated healing arts programs, HQIU, and PAB, and makes recommendations to management regarding systems, networks, equipment, software, and complex electronic information processing projects to accomplish those needs. **(15%)**
- Develops and maintains the Medical Board's strategic plan as it relates to technology services provided by the ISB. Develops and maintains the Medical Board's Business Continuity Plan, Technical Recovery Plan, and Disaster Recovery Plan for the ISB. Represents the Medical Board at meetings with the DCA and other information systems organizations including the Office of Technology Services (OTECH) and the Office of the Chief Information Officer (OCIO), to remain informed of current policy and procedures and trends specific to existing and emerging technology to effectively plan and prepare for changes impacting the Board and its affiliated healing arts programs, HQIU and PAB's business processes. Serves as a member on local and statewide information technology committees (California Email

Services (CES)) to comment on how CES is impacting the Board. Participates in testing new CES functionality and reports impact and results to committee members. **(10%)**

(30%) DIRECTION AND MANAGEMENT OF ISB OPERATIONS (E)

- Manages the day-to-day operation of the ISB's programs and systems. Plans and schedules the ISB staff workload. Assigns work through subordinate lead staff with responsibility for analysis, programming, processing, computer operations, and other functions of the ISB. Directs and manages staff that perform or facilitate software changes, release management, testing and development environment security, legacy interfaces, and software development. Directs staff in the development of methodologies for project management, structured analysis and programming. **(10%)**
- Manages, monitors and controls the development of a wide variety of applications and programming solutions in support of the Medical Board and its affiliated healing arts programs' activities. Manages all phases of the installation of equipment and cabling of facilities to ensure timely completion. Oversees the repair and maintenance of all electronic data processing equipment, and control of all software and other assets. Establishes and maintains procedures and policies to assure quality control and efficient operational support of the Medical Board's and its affiliated healing arts programs. **(10%)**
- Directs the regularly scheduled preparation of management reports and data for the Medical Board and its affiliated healing arts programs, HQUI, and PAB relative to ISB services provided and statistics; prepares or directs the preparation of special data runs and management reports as needed. **(10%)**

(20%) SUPERVISORY DUTIES (E)

- Perform supervisory responsibilities specific to staff recruitment, performance, evaluation, training, and management reporting. Prepares training plans, ensures probation reports and Individual Development Plans (IDPs) are completed timely and periodic feedback is provided to staff pertaining to work performance and areas for improvement. **(10%)**
- Ensures, through appropriate staffing, that projects are completed within scheduled time lines, budget constraints, and in compliance with state administrative standards. Prepares and manages the ISB budget. Reviews Schedule 9 documents, outlining equipment purchases and replacement needs for the upcoming fiscal year, to ensure ISB's equipment needs are accurately documented. Reviews OTECH's monthly billing reports for accuracy and, if necessary, works with OTECH to resolve any billing discrepancies. **(10%)**

10% COMPLIANCE WITH STATE ELECTRONIC DATA PROCESSING STANDARDS (E)

- Manages the development of standards, procedures and policies in compliance with the State Information Management Manual. Organizes Information Systems in coordination with the OTECH's functional procedures and service objectives. Ensures development and distribution of procedural manuals, user documents, operational guides, and other complex electronic processing systems documentation. **(5%)**
- Manages the direction of the procurement, inventory, tagging and distribution of all electronic data processing (EDP) equipment in compliance with state administrative

requirements. Oversees security administration, web management, incident reporting, network protection, desktop security, and security awareness training. Ensure systems are operational, safe, reliable, meet standards and performance measurements specific to technical and business area needs. Manages procedures for detecting and removing viruses and other problems which could affect operation of Medical Board systems. Ensures maintenance and security of all Medical Board information and records. **(5%)**

B. Supervision Received

The incumbent works under the administrative direction of the Deputy Director (CEA, Level A) Medical Board of California.

C. Supervision Exercised

The incumbent supervises three Systems Software Specialist IIs, one Senior Information Systems Analyst, three Staff Information Systems Analysts, two Staff Programmers, four Associate Information Systems Analysts, two Associate Programmers, one Assistant Information Systems Analyst, one Information Systems Technician, and one Retired Annuitant Staff Information Systems Analyst.

D. Administrative Responsibility

The incumbent is responsible for the supervision and direction of the activities of the Information Systems Branch for the Medical Board.

E. Personal Contacts

The incumbent has direct daily contact with Medical Board executive and program management, staff members, and direct reporting staff. The incumbent has regular contact with the Department of Consumer Affairs and Office of Technology Services. The incumbent has occasional direct contact with Board members and other state agencies.

F. Actions and Consequences

Failure to perform duties adequately and timely will impact the Medical Board's information systems and could possibly cost the Medical Board financially, and also leave network services unavailable to users which would ultimately impact essential Medical Board operations. This ultimately impacts the Medical Board's ability to carry out its mission to protect California healthcare consumers through proper licensure and enforcement of physicians and surgeons and certain healthcare professions and promote access to quality medical care.

G. Functional Requirements

No specific physical requirements are required: the incumbent works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing requirements are consistent with office work. Travel may be required to attend Board and Committee meetings held in various locations throughout California. Incumbent is required to travel by commercial carrier or auto whichever method is in the best interest of the State. Travel may be for one or several consecutive days. Incumbent must also be available after normal business hours to handle network outages and upgrades.

H. Other Information

Incumbent must possess effective project management, communication, and writing skills; use good judgment in decision-making; exercise creativity and flexibility in problem identification and resolution; manage time and resources effectively; and be responsive to Medical Board staff, DCA management, and Board member needs.

As Medical Board Management, this position requires confidentiality and discretion due to the sensitivity of the documents handled and the information discussed.

The incumbent may be privy to sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

Title 11, section 703D California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, applicants for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

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.)

Employee Signature

Date

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.

Supervisor Signature

Date

Printed Name

Revised: TK 2/2015
Approved: JM 2/2015