



CEA EXAM BULLETIN

Career Executive Assignment (C.E.A.) – Level B

Chief Information Officer (CIO)

Salary: \$11,102.00 - \$13,226.00

Non-Tenured, Full-Time

Posted: December 19, 2022

Final Filing Date: Until Filled*

***This exam will remain open until the position is filled and applications will continue to be reviewed. The current cutoff date for application review is January 18, 2023. Applicants who have previously submitted their applications need not re-apply and will continue to be considered.**

The California Student Aid Commission (CSAC) also known as the Commission, located in Rancho Cordova, is the principal state agency responsible for administering approximately \$4 billion in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. CSAC's mission is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

The Information Technology Services Division (ITSD) supports CSAC in the delivery of State services and information to internal and external stakeholders through information technology service management using the Information Technology Infrastructure Library (ITIL) framework. CSAC operates in an Oracle-based database environment and develops and maintains a cloud-based application that is used by students, colleges, and CSAC staff (also known as the "Grant Delivery System Modernization" project or "GDSM").

Job Description and Duties

- Provides vision, leadership, and technical direction for the development of the Commission and Statewide Information Technology (IT) applications.
- In collaboration with other CSAC directors, identifies and prioritizes technology initiatives in support of the mission and programs of the Commission.
- Plans, organizes, directs, and manages all activities and commitments for the CSAC's IT programs.
- Provides a high degree of expertise in developing and implementing major new programs and related policies for the State by providing technical guidance to legislative staff, Commission members, Governor's Office staff, advisory committees, higher education segments, and Executive Staff of the Commission.
- Ensures the Commission's technology systems adequately and appropriately support current and future business needs by continually developing and maintaining its information technology systems for customers and stakeholders.

- Directs and manages the managers and staff of approximately six IT teams including System Requirements & Testing, Application Services, Service Management & Support Services, the Enterprise Services/Configuration Management section, and the Information Security Office as well as the GDSM coordination of contracted staff. Directs and manages the underlying administrative business needs for the IT Division and adheres to all applicable State laws, rules, regulations and requirements for the Commission and the State.
- Directly manages and is responsible for carrying out all phases of the GDSM to its completion.
- Represents the Commission before public hearings and meetings with other state or federal agencies or public groups regarding program policies, programs, and activities. Acts as key advisor to the Executive Officer and Chief Deputy Director on policy decisions effecting CSAC's IT projects and systems.

Desirable Qualifications

1. Strong leadership and management team experience demonstrating an ability to motivate and supervise a multi-disciplinary professional staff, create a clear vision, set goals and expectations, encourage initiative at all levels, and use sound judgment in managing complex and varied programs.
2. Experience working in collaboration with organizational leadership to facilitate IT decision-making and priority setting.
3. Working knowledge of the principles and practices of organization, fiscal and human resource management audits, information security, the legislative process, and the Commission's programs.
4. Experience with long-range planning, budget and time management, policy development and implementation in the Information Technology industry.
5. Experience in dealing with external contacts such as the Legislature, the Department of Finance, the California Technology Agency, Commissioners, key stakeholder representatives, and representatives of the higher education segments.
6. Experience improving operational standards and procedures and the methods and manner in which program divisions establish work processes to effectively manage information systems.
7. Experience in bringing IT and Business teams together to work collaboratively and efficiently to meet the goals and objectives of the agency.
8. Excellent oral and written communication skills.
9. Experience and familiarity within the field of education or student financial aid programs and services, is helpful, but not required.
10. Experience in managing external vendors and vendor contracts.

Minimum Qualifications

All applicants must possess the knowledge and abilities, and any other requirements described in this bulletin.

NOTE: Eligibility to take a CEA examination does not require permanent status in the civil service.

You may view general CEA information at: [About CEAs](#), or go to [State Supervisors and Managers/CEAs and Exempt Employees](#) for more detailed information.

This position is allocated to a CEA, Level B, which is described as having broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

Knowledge and Abilities

Applicants must possess and demonstrate the ability to perform high-level administrative and policy functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

- 1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.
- 2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

Who Should Apply

Interested individuals who possess the desirable qualifications, knowledge and abilities, and any other requirements described in this examination bulletin.

Exam Information

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Information Technology Services Division**, with the **CALIFORNIA STUDENT AID COMMISSION**. Applications will be retained for twelve months.

The results of this examination will be used only to fill this position.

Applicants who fail to submit all components of the exam documents as described below and in this exam bulletin, will be eliminated from the exam process.

The exam will consist of a review of each candidate's application, résumé, and statement of qualifications (SOQ). The application, résumé, and SOQ will all be evaluated with the above desirable qualifications. The desirable qualifications will act as a basis for competitively evaluating each candidate overall, and in determining each candidate's final score. Therefore, it is important to read the contents of this exam bulletin thoroughly when completing all three (3) documents before submitting. Each section of the Std. 678 - State Application (and résumé) should be completed in its entirety, or your documents may not be evaluated properly.

The SOQ is a written document separate from the application and résumé and is a narrative discussion in response to the statements below. The SOQ must be no more than four (4) pages in length, typewritten or generated on 8 ½ X 11" paper, using no smaller than a 12-point font. **Please clearly title your documents as the "Statement of Qualifications". Résumés and/or cover letters do not take the place of the SOQ.**

Please list each statement numbered on your SOQ document, with responses to the following:

1. Describe your experience leading and managing an information systems/technology enterprise or department.
2. Describe your experience managing the development and maintenance of an enterprise-level and mission-critical application.
3. Describe your experience in the recruitment and retention of IT staff and building a positive and productive organizational culture.
4. Describe your experience in ensuring the privacy and security of critical data assets and networks.
5. Describe what you consider to be the most significant career accomplishment you have had to date.

All candidate's will be assigned a rating and will be notified in writing of their final scores. In order to be successful in this examination, candidates must attain a minimum rating of 70.00%. The results of this examination will be used to establish an employment list. The list will be used to fill the Chief, Information Technology Services Division position at the California Student Aid Commission. Based upon the screening committee's evaluation of the competitive group, hiring interviews may be conducted with only the most qualified candidates, if it is determined necessary to make a selection.

The examining Department reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned, will change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Special Testing Arrangements

If you have a disability and need special testing arrangement, mark the appropriate box on the Standard State Application (STD. 678) requesting a reasonable accommodation. You will be contacted to make special arrangements. If it is decided a hiring interview is to be conducted and you need a reasonable accommodation, the request should be made at the time you are contacted for the interview. Questions regarding reasonable accommodations may be directed to the Equal Employment Opportunity contact listed on the job posting.

How to Apply/Final Filing Date

Please reference **RPA #22-016, JC-323339 Position #270-701-7500-XXX, Career Executive Assignment (CEA), Chief Information Officer (CIO) of the Information Technology Services Division**, in the 'Job Title' section on the application, Std. 678.

Interested and qualified candidates must complete a State Examination/Employment Application (STD. 678), Statement of Qualifications, and résumé. Applications, Statements of Qualifications, and résumés will be accepted until filled. Electronic submission of applications, résumés, and statements of qualifications may be submitted through your Cal Career account at www.jobs.ca.gov. Please contact the Personnel Office at (916) 464-8910 or email at Personnel@csac.ca.gov if you need assistance with the electronic application process.

Applications will **not** be accepted by fax or e-mail. You may also submit your application in person or by mail at:

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attention: Personnel-Recruitment

CA Student Aid Commission
11120 International Drive, Suite 100
Rancho Cordova, CA 95670
Attention: Personnel-Recruitment

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION OF ANY PERSON.

IT IS AN OBJECTION OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

Position Identification:

Employee Name:	Vacant
Classification:	C.E.A., Level B
Working Title:	Chief Information Officer
Position Number:	270-701-7500-XXX
Location:	Rancho Cordova
License/Other Requirement:	N/A
Date Prepared:	8/10/22
Effective Date:	To be determined

Function (Summary of Responsibilities):

Under the general direction of the Executive Director and Chief Deputy Director of the CA Student Aid Commission (CSAC), the Chief of the Information Technology Services Division (ITSD) is part of the Executive Management Team and plans, organizes, directs, and manages all activities and commitments for the CSAC's Information Technology (IT) programs. This includes formulating, evaluating, and implementing all CSAC's information technology programs, policies, and procedures in order to carry out the mission and goals of the CSAC's IT Division. The IT Division Chief provides a high degree of expertise in developing and implementing major new programs and related policies for the State by providing technical guidance to legislative staff, Commission members, Governor's Office staff, advisory committees, higher education segments, and Executive Staff of the Commission.

The incumbent directs and manages approximately six IT programs (System Requirements & Testing, Application Services, Service Management & Support Services, Enterprise Services/Configuration Management, the Information Security Office, and the coordination of contracted staff. Directs and manages all administrative business needs for the IT Division and adheres to all applicable State laws, rules, regulations and requirements for the Commission and the State. Has direct oversight of two (2) Information Technology Manager I staff over the Production and Operations Branch, who manage four Information Technology Supervisor II staff. The IT Division Chief may direct the day-to-day activities and duties of other IT staff in general. Is responsible for all administrative obligations including the IT budget, procurement, accounting, contracts, and personnel issues and decisions for the ITSD and plans and develops administrative goals and objectives for staff and the Commission.

Reporting Relationships:

Reports directly to: The Executive Director and Chief Deputy Director of the CA Student Aid Commission.

Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The mission of the California Student Aid Commission (Commission) is to promote educational equity by making postsecondary education affordable for all Californians by administering financial aid and outreach programs.

The Information Technology Services Division (ITSD) supports CSAC in the delivery of State Services and information to our internal and external stakeholders through information technology service management using the Information Technology Infrastructure Library (ITIL) framework.

Job-Functions:

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

- 30% Provides vision, leadership, technical assistance, and direction for the development of the Commission and Statewide IT applications, by developing and implementing policies and procedures that will establish the direction and mission for the CA Student Aid Commission's ITSD. Ensures the Commission's technology systems adequately and appropriately support current and future business needs by continually developing and maintaining its information technology systems for customers and stakeholders. Serves as part of the Executive Management Team as technical advisor in the development of new information technology, and advising the Commission, Executive Director and/or Chief Deputy Director in all areas of the ITSD in meeting its goals and objectives. Oversees and manages approximately six programs within the ITSD, including managing two Information Technology Manager I staff and overseeing four IT supervisory/managerial positions, and the Information Security Office (ISO), ensuring all privacy and security laws, rules, regulations, and requirements are followed. Oversees the coordination of contracted staff.
- 25% Directly manages and is responsible for making enhancements and continue to improve the services delivered through the Commission's Grant Delivery System (GDS) including the final maintenance and operation phases of the Grant Delivery System Modernization Project (GDSM). Provides guidance and consultation for internal staff, including Executive Management, and external entities regarding any issues related to the GDS plan. This may include proposals that require policy decisions or legal interpretation, delays in project timelines, contractor and staffing issues, and funding. Represents the Commission and attends meetings to gather information and report on the impact of changes to the GDS, which includes, but not limited to financial aid administrators, institutional staff, state financial aid associations, representatives of the UC Office of the President, CSU Chancellor's Office, California Community College Chancellor's Office, Department of Finance, and Department of Technology. Continually obtain and coordinate processes, changes and feedback proposed by external entities, the Commission staff, and internal programs such as the Program Administration and Services Division (PASD), Fiscal Administration and Services Division (FASD), Executive Office and the ITSD; designate as appropriate and report all developments and/or issues of the project to Executive Management, the Commission, Stakeholders,

the Governor's Office, the Legislature, Department of Finance, the Legislative Analyst's Office, and any other interested parties. Provides required control agency reports for Executive Management and submits approved reports to the Secretary of the California Technology Agency.

- 25% Works closely with senior staff to prioritize and align CSAC's IT business goals and needs for its projects and operations while following and adhering to all State regulations, policies, practices, and standards and ensuring the entire ITSD is aware, informed, and adheres as well. Manages and oversees the work of approximately six IT programs (System Requirements & Testing, Application Services, Service Management & Support Services, Enterprise Services/Configuration Management, and the Information Security Office). Oversees the coordination of contracted staff. May also direct the work of other IT staff in the day-to-day operations of the unit or designate as needed. Provides overall guidance in the implementation of web-enabled applications. Responsible for all IT administrative functions: plans and manages the IT budget and the procurement of or retaining of IT equipment while planning for future IT budgetary needs and resources, in cooperation with other senior staff. Provide continuous training and professional development opportunities for the information technology management and team members to effectively manage the current and future functions of the ITSD operations.
- 10% Represents the Commission before public hearings and meetings with other state or federal agencies or public groups regarding program policies, programs, and activities. Participates in weekly briefings with the Commission Chair and serve as the Commission's liaison to the Legislative, Audit, and Budget Committee and providing policy technical guidance on program issues, developing, and presenting agenda items and developing long-term policy initiatives. Represents the Commission on other various statewide information technology initiatives and committees. Acts as key advisor to the Executive Officer and Chief Deputy Director on policy decisions effecting CSAC's information technology projects and systems. Make recommendations based on understanding of technology trends and marketplace knowledge.
- 5% Responsible for all ITSD administrative functions and works collaboratively with the other Division Chiefs to make decisions regarding the IT budget, accounting, procurement, contracts, and personnel issues and decisions. Reports all information technology issues with recommended solutions, as needed, to Executive staff.

Non-Essential Functions

- 5% Perform other duties as required by the Executive Director, the Chief Deputy Director, and the Commission.

ADA Requirements

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act

Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. these job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods while using a personal computer or reviewing documents and working papers.

Working Conditions:

Employee's work is to be performed within an office environment, may work remotely, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site locations.

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on the California Student Aid Commission's current telework policy. While the California Student Aid Commission supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises, as determined by the Department. The selected candidate may be required to conduct business travel on behalf of the Department or commute to the headquartered location. Business travel reimbursements considers an employee's designated Headquarters Location, primary residence, and may be subject to California Department of Human Resources regulations or applicable bargaining unit contract provisions. All commute expenses to the headquartered location will be the responsibility of the selected candidate.

Attendance:

Must maintain regular and acceptable attendance.

Signature:

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this duty statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodations. (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 Personnel Office).

Professional Conduct: As an employee of the California Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature Date

Supervisor Signature Date

*Duties of this position are subject to change and may be revised as needed or required.