



**CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM (CALSTRS)  
CAREER EXECUTIVE ASSIGNMENT  
EXAMINATION ANNOUNCEMENT**

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition, or pregnancy. It is an objective of the State of California to achieve a drug-free work place. 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.

<b>DEPARTMENT:</b>	CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM (CalSTRS)	<b>RELEASE DATE:</b>	November 20, 2008
<b>POSITION TITLE:</b>	Director, Technology Services (Chief Technology Officer)	<b>FINAL FILING DATE:</b>	December 12, 2008
<b>CEA LEVEL:</b>	CEA 4 - Pending DPA Approval	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$5,970.00 - \$10,174.00	<b>BULLETIN ID:</b>	8ST17

**POSITION DESCRIPTION**

Under the administrative leadership of the Deputy Chief Executive Officer (DCEO) Enterprise Initiatives and Technology, the Director, Technology Services (Chief Technology Officer) has broad and complete responsibility for department wide: information technology administration; policy development; service delivery; legislation implementation; and, Business/IT governance. Complete responsibility, with budget oversight, of approximately \$21 million annually, 110 state employees, and 30-35 full time consultants. This position will provide full management responsibility over day to day operations of all information technology services within the California State Teachers' Retirement System (CalSTRS).

The Director, Technology Services (Chief Technology Officer) will oversee Business Solutions and IT Customer Service which include: Mainframe Development; Web Development; Production Services; Data and Security Administration; Service Desk; Service Management; Network Services; IT Administration; and, Disaster Recovery. The Director will plan, organize, and direct the work of multi-disciplinary professional and administrative staff and will have significant responsibility for developing and implementing policies, procedures, and activities of the technology program.

The Director, Technology Services (Chief Technology Officer) is CalSTRS' highest-level information technology delivery expert, and advises the Chief Executive Officer and Deputy Chief Executive Officers (Executive Staff) on a broad range of member and technology service delivery issues. This position plays a pivotal role in the development and execution of CalSTRS' Balanced Scorecard, which establishes the: strategic direction; high level goals; performance objectives and initiatives; and, Business/IT governance processes in support of the mission and vision. This position is an integral member of the senior leadership team which is responsible, together with Executive Staff, for setting policy direction, directing the strategic plan, and formulating and implementing system-wide policies related to all CalSTRS programs, processes and systems.

## **MINIMUM QUALIFICATIONS**

Applicants must meet the following minimum qualifications:

### **Either I**

Must be a State civil service employee with permanent civil service status

### **Or II**

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990

### **Or III**

Must be a nonelected exempt employee of the Executive Branch for two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code Section 18992

## **KNOWLEDGE, SKILLS, AND ABILITIES**

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

1. Ability to advise executive management on a wide range of IT issues, and formulate and execute effective courses of action to solve or mitigate IT challenges.
2. Ability to effectively present plans and solicit support for IT activities.
3. Ability to formulate, implement, and evaluate policies relative to a best in breed information technology organization.
4. Ability to create and sustain collaborative working relationships with business and technical peers, executives and external partners.
5. Ability to perform high-level administrative and policy-influencing functions effectively, and fulfill the administrative or senior management duties of policy development and program administration.
6. Possess solid communication skills and the ability to effectively represent CalSTRS before a wide range of audiences.
7. Possess the following personal traits: flexibility, adaptability, customer/client focus, positive work outlook, quality orientation, good judgment and ability to easily adapt to change and act effectively under pressure.
8. Ability to supervise a multi-disciplinary professional and managerial staff.
9. Knowledge of budget management, information security, and contracts administration.
10. Knowledge of the organization and functions of California State Government including the organization and practices of the Legislative and Executive Branches, and organization and functions of CalSTRS.
11. Ability to demonstrate commitment to professional excellence and continuous improvement and to the unique mission of CalSTRS.
12. Knowledge of Information Technology trends, technologies, and best practices demonstrating an ability to create a clear vision, set goals and expectations, encourage leadership and motivate initiative and innovation at all levels.
13. Ability to attain the trust of the Board, Executive Team, Senior Managers, and CalSTRS employees.

The knowledge, skills, and abilities may be obtained from the following kinds of experience with substantial participation in the formulation, operation, and/or evaluation of program policies (experience may have been paid or volunteer, in State service, other governmental settings, or in a private organization):

**CEA Levels 4 and 5:** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above-required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATIONS**

1. Experience at the managerial level in the area of information technology with exceptional knowledge and extensive experience in two of the following areas and overall knowledge in each. The areas of knowledge are: Applications Development and Maintenance, Network/Infrastructure Operations, Data Management, Production, Service Management, Service Desk, Desktop Support, Information Security, Budget, Project Management, and Contracts Management.
2. Experience at the managerial level with current computer industry technology and practices, and data processing systems design, operations and controls.
3. Experience at the managerial level in strategic planning, performance measurement, benchmarking, and organizational development using an enterprise business approach.
4. Strong leadership and management team experience demonstrating an ability to create a clear vision, set goals and expectations, encourage leadership and motivate initiative at all levels, and exercise sound judgment in developing and managing enterprise information technology systems in support of departmental mission, vision and goals.
5. A Bachelor's degree in Management Information Systems, Computer Science, or closely related field is desirable.

### **BACKGROUND INVESTIGATION**

Prior to employment with CalSTRS, a background investigation (BI) will be conducted. The BI consists of a personal history statement, an online BI application, and fingerprinting through the Sacramento Sheriff's Department. The BI will check criminal and civil records and, if applicable, verify education and check driving records.

### **EXAMINATION INFORMATION**

The examination process will consist of an application, résumé, and Supplemental Application evaluation conducted by a screening committee. **Applicants who do not complete the Supplemental Application (details below) and submit it with their application will be eliminated from the examination process.** A minimum rating of 70% must be attained to obtain list eligibility. **The results of this examination will be used only to fill the position of Director, Technology Services, (Chief Technology Officer) with CalSTRS.** All applicants will receive written notification of their examination results. Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.

### **ELIGIBLE LIST INFORMATION**

A departmental open list will be established for CalSTRS. This list will be abolished 12 months after it is established, unless the needs of the service and conditions of the list warrant a change in this period.

## **FILING INSTRUCTIONS**

All interested applicants must submit the following:

- A standard State Examination and/or Employment Application (Form 678) and a résumé that clearly addresses your experience, job titles, salaries, names and addresses of employers, periods of employment, and education relevant to the “Desirable Qualifications” identified in this bulletin. Applications are available on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov) or upon request from the CalSTRS Examination Unit.
- A Supplemental Application that responds to the following:
  1. Please describe your education and managerial experience that demonstrates your ability to provide policy and program development, guidance and monitoring that would be relevant to this position of Director, Technology Services (Chief Technology Officer).
  2. Please provide specific examples of your ability to successfully translate strategic goals and objectives into measurable and meaningful performance metrics. Describe both the metrics and the outcomes you were trying to achieve. Include a self assessment of your effectiveness in managing performance through the use of performance metrics.
  3. Please describe your experience in evolving the maturity of policy, process and procedures in an Information Technology environment. Was it successful? What challenges did you overcome? What role did you play in achieving the desired outcome?
  4. What fundamentally guides you in prioritizing your day-to-day work and business decisions?

Within each response, you **must** include the civil service classification (public sector) or position title (private sector) held, the number of years performing the duties/tasks described, the organization at which it was performed, and the size of staff managed.

When writing your Supplemental Application, please follow these guidelines:

- a. Your Supplemental Application must be typewritten or generated by a word processor on 8-1/2” x 11” paper.
- b. Limit your responses to no more than a total of three typewritten pages with a font no smaller than 10 pitch (failure to comply with this requirement may disqualify you from the examination).
- c. Identify each page with your full name.
- d. Make sure your Supplemental Application is complete, specific, clear, and concise.
- e. Answer each numbered item separately and indicate the corresponding item number for each response. You may include multiple responses on a single page.
- f. Within each response, you **must** include the civil service classification (public sector) or position title (private sector) held, the number of years performing the duties/tasks described, the organization at which it was performed, and the size of staff managed.

**Supplemental Applications submitted without this information may be disqualified from the examination.**

The application, résumé, and Supplemental Application may be filed in person or by mail. Résumés alone will not be accepted. The application, résumé, and Supplemental Application must be **postmarked no later than the final filing date**, or personally delivered to the CalSTRS Personnel Services Office **by 5:00 pm on the final filing date**. Applications postmarked or received after the final filing date will not be accepted for any reason. Emailed or faxed applications will not be accepted.

All interested applicants should submit their application, résumé, and Supplemental Application to:

**CalSTRS**  
**Personnel Services, Examination Unit**  
**Attention: Patti Landaker**  
**7667 Folsom Boulevard, MS-31**  
**Sacramento, CA 95826**

**(916) 229-3614**  
**TDD 1-800-735-2929    Voice 1-800-735-2922**

### **SPECIAL TESTING**

If you have a disability and need special testing arrangements or other reasonable accommodation, mark the box in question #2 on page 1 of the application. You will be contacted in advance to ensure that proper accommodations are made. If you have not been contacted prior to receiving a notice to appear for the examination, please contact the CalSTRS Examination Unit at (916) 229-3751.

### **GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

CalSTRS 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 change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others.

*California Relay (Telephone) Service for the Deaf or Hearing Impaired: From TDD phones: (800) 735-2929, from voice phones: (800) 735-2922*

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>