



STATE OF CALIFORNIA



An Equal Employment Opportunity Employer - equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

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 DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED.

INVITES APPLICATIONS FOR CHIEF TECHNOLOGY OFFICER

**CALIFORNIA HEALTH BENEFIT EXCHANGE ALSO KNOWN AS
COVERED CALIFORNIA (EXCHANGE/CC)
SACRAMENTO, CALIFORNIA**

SALARY IS NEGOTIABLE

**FINAL FILING DATE:
Until Filled**

Under general direction of the Chief Deputy Executive Director, the Chief Technology Officer (CTO) is responsible for the overall design, development, execution, and oversight of the California Health Benefit Exchange also known as Covered California (Exchange/CC) information technology (IT) systems and programs. The CTO oversees the planning, development, implementation, maintenance, and operational activities for the Exchange/CC information technology systems. In addition, the CTO represents the information technology projects with stakeholders, including state and federal government agencies, vendors, and users of the systems.

SPECIFIC DUTIES OF THE CHIEF TECHNOLOGY OFFICER INCLUDE:

Strategy & Planning

- In partnership with all internal business partners, identify opportunities and risks for delivering the department's services, including identification of competitive services, opportunities for innovation, and assessment of marketplace obstacles and technical hurdles to the business success.
- Identify technology trends and evolving social behavior that may support or impede the success of the business.
- Evaluate and identify appropriate technology platforms (for delivering the department's services).
- Lead strategic planning efforts to achieve business goals by identifying and prioritizing development initiatives and setting timetables for the evaluation, development, and deployment of all technology services.

- Participate as a member of the senior leadership team in establishing governance processes of direction and control to ensure that objectives are achieved, risks are managed appropriately and the organization's resources are used responsibly, particularly in the areas of development, networks and computers, and telecommunications.
- Collaborate with the appropriate departments to assess and recommend technologies that support departmental organizational needs and meet or exceed operational standards.
- Direct development and execution of an enterprise-wide information security plan that protects the confidentiality, integrity, and availability of the department's data and servers.
- Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.
- Communicate the department's technology strategy to board, management, staff, partners, consumers, and stakeholders.

Implementation & Deployment

- Establish and supervise a quality assurance process, including integration and system testing.
- Select, deploy, and monitor performance profiling tools and procedures.
- Review and approve proposed development releases and manage the release process.
- Establish and monitor a web analytics regime that measures site traffic and application usage relative to business goals.
- Support the sales and marketing process by providing implementation of technical requirements for service channels.
- As a member of the senior leadership team, establish a customer service and support process.
- Establish a process to support resolution of customer technology issues and improve application usability.

Operational Management

- Maintain up-to-date knowledge of technology standards, industry trends, emerging technologies best practices.
- Define and communicate department values and standards for acquiring or developing systems, equipment, or software within the department.
- Ensure that technology standards and best practices are maintained across the organization.
- Share knowledge and educate the organization's management, staff, partners, consumers, and stakeholders with regard to the department's technological vision, opportunities, and challenges.
- Ensure department technical problems are resolved in a timely and cost-effective manner.
- Develop, track, and control the development and deployment budgets for purchasing, staffing, and operations.
- Establish standards of performance and monitor conformance for and vendors through service level agreements.
- Ensure the department's internal technological processes and customer-facing services comply with community expectations and applicable laws and regulations for privacy, security.

DESIRABLE QUALIFICATIONS

- 5-15 years' experience in a senior management role
- Experience leading a complex, 24x7, mission critical IT operation

- Healthcare IT background
- Track record demonstrating ability to execute successfully
- Experience with facilitating IT governance processes

COMPENSATION AND BENEFITS

The State of California benefit package includes:

- Retirement contributions into the California Public Employees' Retirement System (PERS);
- Vacation and sick or annual leave;
- Medical, dental and vision insurance;
- Life insurance of \$50,000 basic plus \$50,000 Accidental Death and Dismemberment;
- 11 holidays plus two professional development days and one personal day per year,
- Voluntary enrollment into a deferred compensation program, Long Term Disability Insurance, Long Term Care Insurance, Group Term Life Insurance, and a Legal Services Plan.

THE CALIFORNIA HEALTH BENEFIT EXCHANGE ALSO KNOWN AS COVERED CALIFORNIA (EXCHANGE/CC)

In the Fall of 2010, California enacted the first state law in the nation establishing a health benefit exchange under ACA, the California Patient Protection and the Affordable Care Act (CA-ACA). The CA-ACA included legislative intent for the creation of the Exchange/CC to:

- Reduce the number of uninsured by creating an organized transparent marketplace for
- Californians to purchase affordable, quality health care coverage, to claim available federal tax credits and cost-sharing subsidies, and to meet the personal responsibility requirements imposed under the federal (ACA);
- Strengthen the health care delivery system;
- Guarantee the availability and renewability of healthcare coverage through the private health insurance market to qualified individuals and qualified small employees;
- Serve as an active purchaser, including creating competitive processes to select participating carriers and other contractors;
- Require that health care services plans and health insurers [collectively carriers] issuing coverage in the individual.

The Exchange/CC is overseen by a five member board that sets policy and steers the organization. Our vision, mission and core values are:

The Exchange/CC's vision is to improve the health of all by assuring their access to affordable, high quality care.

The Exchange/CC's mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

The six core values the board has identified are: being consumer-focused; assuring affordability; being a catalyst for improving care delivery; operating with integrity; working in partnership; and being results focused.

The Department's headquarters office is located in Sacramento, California.

REVIEW AND SELECTION PROCESS

An executive screening committee will conduct a review of all state applications, resumes and Statements of Qualifications. Applicants deemed to have the most relevant background will be invited for interviews. Interviews will be held in Sacramento, California. The CTO, is an "EXEMPT" position that serves upon authorization of the Board, therefore appointment to this position and salary are subject to Board approval.

SPECIAL REQUIREMENTS:

All applicants shall be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

HOW TO APPLY

Qualified persons must complete:

State Application (STD 678)

Resume of qualifications and experience

Statement of Qualifications (no more than three pages) based on the Desirable Qualifications identified in this announcement

Three professional references (name and telephone numbers)

These documents should be sent to:

Barbara Brock
1601 Exposition Blvd
Sacramento, CA, 95815
Phone: (916) 228-8228

For further information regarding this position, please contact: Barbara Brock at (916) 228-8228 or email: Barbara.Brock@covered.ca.gov.