



CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

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 EXPRESSION, GENDER IDENTITY, 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.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE 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.

DEPARTMENT: California Department of Technology

POSITION TITLE/LEVEL: Chief Service Assessment Officer, Office of Statewide Project Delivery, CEA B

SALARY: \$ 10,831 - \$ 12,903

FINAL FILE DATE: Postmarked by: August 9, 2021

POSITION DESCRIPTION:

The Chief Service Assessment (SA) Officer is responsible for developing a startup within the California Department of Technology to pro-actively identify tangible risks to the stability and health of critical services that the State of California provides, and guide departments on stabilizing and improving the services accordingly.

Under the general direction of the Chief Project Officer of the Office of Statewide Project Delivery (OSPD), the Chief Service Assessment (SA) Officer is responsible for developing and implementing policies and procedures for the Service Assessment and Stabilization program and is a member of the California Department of Technology's (CDT) executive staff. The Chief SA Officer will provide strategic leadership for the Service Assessment and Stabilization program, providing direction, guidance and oversight of the assessments and stabilization across multi-disciplinary teams, in order to trigger timely and critically needed action by departments.

Responsibilities include:

- Develop, implement and maintain statewide policies, standards and procedures governing the SA program through the State Administrative Manual (SAM), State Information Management Manual (SIMM) and will direct and create strategic and tactical plans for SAs.
- Direct, organize, and resource multi-discipline SA project teams working with other CDT offices, CDT leadership, and state entity stakeholders to define the scope of SA efforts including the engagement strategy and timelines, identifying potential team members and building the SA team and act as executive lead in the initial prioritization of SA efforts and activities and executive engagement with state entity executives receiving SA services and assessment recommendations.
- Develop and maintain processes and systems for managing the SA program. Act as administrator over the SA program. Manage communications with the Governor's Office and other key stakeholders such as Government Operations agency, Department of Finance, Legislative Analyst's Office, for budget, timelines and legislative oversight and coordination related to SA and delivering on the overarching goals of the program.
- Perform in-depth and proactive engagement on highly complex solutions, applications, data, and web issues. Provide a temporary executive leadership role during crises and establishing critical statewide partnerships with departments on service transformation initiatives.
- Serve as a member of the Department's Executive staff, providing guidance and direction regarding the SA policies. Effectively communicate relevant policies and governance to assist department executives in making decisions. Forge strong partnerships with Chief Information Officers (CIOs), Agency Information

Officers (AIOs), agency secretary and undersecretaries, directors, executives, the Governor's Office and customer departments, as well as other key stakeholders to stabilize and reduce risk to mission critical services.

MINIMUM QUALIFICATIONS

CEA examinations are open to all applicants who possess the knowledge and abilities, and any other requirements as described in the examination bulletin. Eligibility to take a CEA examination does not require current permanent status in civil service. Applicants must possess the ability to perform high administrative and policy-influencing functions effectively. Such overall ability is demonstrated by the following more specific knowledge and ability requirements:

A. REQUIRED KNOWLEDGE:

1. Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch;
2. Knowledge of principles, practices, and trends of public administration, organization, and management;
3. Knowledge of the techniques of organizing and motivating groups;
4. Knowledge of program development and evaluation;
5. Knowledge of facilitation and negotiation techniques to promote collaboration amongst diverse groups;
6. Knowledge of the methods of administrative problem solving;
7. Knowledge of the principles and practices of policy formulation and development and personnel management techniques;
8. Knowledge of the Department's Equal Employment Opportunity Program objectives and a manager's role in the Equal Employment Opportunity Program;
9. Knowledge of Information Technology Best Practices including trends, and directions related to hardware, system, and software, development and services;
10. Knowledge of or excitement to learn about site and technology system reliability operations best practices;
11. Knowledge of or excitement to develop, test, and improve creative ways to stress test existing government services to assess their performance and opportunities to improve.

B. REQUIRED ABILITIES:

1. Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff;
2. Ability to analyze administrative policies, organization, procedures, and practices;
3. Ability to integrate the activities of a diverse programs to attain common goals;
4. Ability to gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters;
5. Ability to develop cooperative working relations with representatives of all levels of government, the public, and the Legislative and Executive Branches;
6. Ability to analyze complex problems and recommend an effective course of action; and prepare and review reports;
7. Ability to effectively contribute to the Department's Equal Employment Opportunity objectives.
8. Ability to effectively prioritize the tangible issues that matter (i.e., 80/20);
9. Ability to scope complex work in environments of uncertainty, including identifying and forming teams with the necessary skillsets;
10. Ability to lead interdisciplinary teams, including operations experts and technical team members;
11. Ability to distill complex and technical topics into insights and recommendations explicable to non-technical audiences, including presentations to stakeholders;
12. Ability to build systems and processes to scale a new technical operations program;
13. Ability to develop a compelling and tangible vision to inspire a team and stakeholders around a new idea.

SPECIAL PERSONAL CHARACTERISTICS

- Creative— Identify new approaches and diagnostics to quickly identify the issues that matter most to go forward service stability, and test hypotheses empirically. This program does not exist today and requires a leader excited about building something new.
- Pragmatic – Constant focus on whether the work is leading to actionable results by focusing on the issues that matter most. Cut through the buzzwords and focus on the health of actual services and their underlying technical systems. Assessments cannot take months and cannot result in dozens of non-prioritized recommendations.
- Teamwork – Cooperate to achieve the CDT's mission, goals and values, and encourage a diversity of opinions. Ability to facilitate cross-agency collaboration activities. Ability to build and manage high-level teams.
- Continuous Improvement – Focus on continuous improvement and high personal accountability. Provide leadership that assures his/her management team and staff maintains this focus as well.
- Communication – Ability to interact and communicate effectively with executive management at the State level, as well as various private and public organizations. Ability to interact in a diplomatic, tactful and effective manner with all levels of staff. Ability to achieve win-win solutions in difficult and challenging situations. Ability to speak and write clearly, and effectively.

DESIRABLE QUALIFICATIONS

In addition to the above, the following experience factors will be considered in competitively evaluating each candidate:

- A very broad knowledge of Project and Program Management oversight and the policy process.
- Clear understanding of the California State Government Code, State Administrative Manual (SAM) and State Information Management Manual (SIMM), related to information technology.
- Demonstrated ability to establish and maintain effective and beneficial relationships on behalf of the California Department of Technology with state, local, and Federal governments and the vendor community, as it relates to Information Technology, the implementation of new programs, and governance.
- Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills, and particularly the ability to represent the California Department of Technology effectively with the Administration, control agencies, Legislature, key customers, stakeholders and internal staff.
- Experience in obtaining buy-in and providing leadership to a large group of multi-disciplinary team members that do not report directly to the incumbent.
- Knowledge of the structure, organization and function of a variety of technology disciplines, as well as local, State and federal initiatives and programs.
- Ability to anticipate and manage complex issues affecting many organizations, including the ability to develop policy and integrate all aspects of a strategy to assure resolution of issues.
- Proven track record of gaining the confidence and trust of individuals in key positions in the department's customer base.

EXAMINATION INFORMATION – STATEMENT OF QUALIFICATIONS

This examination will consist of a review of the candidates' application and Statement of Qualifications by an executive screening committee, using predetermined evaluation criteria. Candidates will be screened on the basis of their background and demonstrated management experience as detailed in the Statement of Qualifications. The Statement of Qualifications may be the only basis for determining your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.) All applicants will be notified of their examination results. In order to be successful in this examination a minimum rating of 70 percent must be attained. The results of this exam may be used to fill subsequent vacancies in this position if they occur within the next twelve months or an examination may be rescheduled, at the discretion of the department.

FILING INSTRUCTIONS

- A Standard original State application (Form 678)
- Prepare a "Statement of Qualifications" **not to exceed two pages** and **no smaller than 12 point font**. This "Statement of Qualifications" is a narrative discussion of the candidate's education and experience that would qualify them for this Chief Service Assessment Officer, Office of Statewide Project Delivery, CEA B position.

Each candidate's Statement of Qualifications **must clearly and concisely identify experience in the following 3 categories and be formatted in the same manner as shown below**

1. Technology Assessment Experience

Describe your experience assessing the performance and/or stability of a service, product, or system supported by technology.

2. Program Development Experience

Describe your leadership experience developing a new program, business, or entity, including building a team, developing a strategy, and operating it to deliver value.

3. Experience with Reforms or Optimizing Business Processes

Describe your experience leading reforms or optimizing business strategies and processes to improve systems or service delivery and ensure project and program success. Please include your primary role, responsibility, and how you added value.

Note: A resume does not serve as a Statement of Qualifications.

Candidates who do not follow the filing instructions will be disqualified from the examination.

The application and "Statement of Qualifications" are to be submitted via online at www.jobs.ca.gov JC# 260403 or by mail to:

California Department of Technology
Human Resources Branch, Selection Services
P.O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Rae Powers JC# 260403

Or

Hand Delivered to:
California Department of Technology
2nd Floor Guard Station
10860 Gold Center Drive
Rancho Cordova, CA 95670
Attn: Rae Powers, HR JC# 260403

Questions regarding this examination should be directed to: Rae Powers at (916) 431-4059 or e-mail Rae.Powers@state.ca.gov

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
California Relay (telephone) Service for the Deaf or Hearing impaired
From TDD phones: 1-800-735-2929 From voice phones: 1-800-735-2922

DUTY STATEMENT
DEPARTMENT OF TECHNOLOGY
CHIEF SERVICE ASSESSMENT OFFICER
OFFICE OF STATEWIDE PROJECT DELIVERY

Name:
Effective Date:.....

SCOPE:

Under the general direction of the Chief Project Officer of the Office of Statewide Project Delivery (OSPD), the Chief Service Assessment (SA) Officer is responsible for developing and implementing policies and procedures for the Service Assessment and Stabilization program and is a member of the California Department of Technology's (CDT) executive staff. The Chief SA Officer will provide strategic leadership for the Service Assessment and Stabilization program, providing direction, guidance and oversight of the assessments and stabilization across multi-disciplinary teams, in order to trigger timely and critically needed action by departments.

SPECIFIC DUTIES:

- 30% Develop, implement and maintain statewide policies, standards and procedures governing the SA program through the State Administrative Manual (SAM) and State Information Management Manual (SIMM). The Chief SA Officer will direct and create strategic and tactical plans for SAs. The CEA will direct, organize, and resource multi-discipline SA project teams working with other CDT offices, CDT leadership, and state entity stakeholders to define the scope of SA efforts including the engagement strategy and timelines, identifying potential team members and building the SA team. The Chief SA officer will act as executive lead in the initial prioritization of SA efforts and activities and executive engagement with state entity executives receiving SA services and assessment recommendations.

- 30% Develop and maintain processes and systems for managing the SA program. Act as administrator over the SA program. Manage communications with the Governor's Office and other key stakeholders such as Government Operations agency, Department of Finance, Legislative Analyst's Office, for budget, timelines and legislative oversight and coordination related to SA and delivering on the overarching goals of the program. Perform in-depth and proactive engagement on highly complex solutions, applications, data, and web issues. Provide a temporary executive leadership role during crises and establishing critical statewide partnerships with departments on service transformation initiatives.

- 30% Serve as a member of the Department's Executive staff, providing guidance and direction regarding the SA policies. Effectively communicate relevant policies and governance to assist department executives in making decisions. Forge strong partnerships with Chief Information Officers, (CIOs), Agency Information Officers (AIOs), agency secretary and undersecretaries, directors, executives, the Governor's Office and customer departments, as well as other key stakeholders to stabilize and reduce risk to mission critical services.

- 10% Provide executive oversight of the Office's personnel management and administrative responsibilities; evaluate direct reports on completion of their administrative responsibilities; develop and update duty statements as needed, establish performance expectations, complete individual development plans annually, complete probationary reports on a timely basis, and other performance management activities including adherence to the State's progressive discipline policy including taking corrective or disciplinary action as necessary; ensure Office management makes informed and defensible personnel management decisions in accordance with department and State policies, personnel-related laws, civil service rules, and collective bargaining agreements; effectively contribute to the department's equal employment opportunity objectives. Ensure that there is a diverse workforce throughout the Office; manage the Office's budget preparation and expenditure control including position management activities and management of vacancies; ensure that the Section Managers are doing their part to facilitate communication throughout the Office; ensure that appropriate measures are taken when issues and problems arise in the administrative arena; and responsible for succession planning within own Office and ensure there are employees who can perform multiple functions.

DESIRABLE QUALIFICATIONS:

- A very broad knowledge of Project and Program Management oversight and the policy process.
- Clear understanding of the California State Government Code, State Administrative Manual (SAM) and State Information Management Manual (SIMM), related to information technology.
- Demonstrated ability to establish and maintain effective and beneficial relationships on behalf of the California Department of Technology with state, local, and Federal governments and the vendor community, as it relates to Information Technology, the implementation of new programs, and governance.
- Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills, and particularly the ability to represent the California Department of Technology effectively with the Administration, control agencies, Legislature, key customers, stakeholders and internal staff.
- Experience in obtaining buy-in and providing leadership to a large group of multi-disciplinary team members that do not report directly to the incumbent.
- Knowledge of the structure, organization and function of a variety of technology disciplines, as well as local, State and federal initiatives and programs.
- Ability to anticipate and manage complex issues affecting many organizations, including the ability to develop policy and integrate all aspects of a strategy to assure resolution of issues.
- Proven track record of gaining the confidence and trust of individuals in key positions in the department's customer base.

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 assigned HR analyst.)

Chief Service Assessment Officer

Date

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

Chief Project Officer

Date

H/R Analyst _____