RPA NUMBER (HR USE ONLY)
21-106

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 10/5/21	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant

D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist III	E. POSITION WORKING TITLE CA.Gov Product Lead

F. CURRENT POSITION NUMBER 695-543-1415-001	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Enterprise Technology / Web Services - Rancho Cordova	I. SUPERVISOR NAME AND CLASSIFICATION Blaine Wasylkiw, Information Technology Manager II

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY / 8:00AM – 5:00PM / DAY	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO
		DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☒ Client Services
☐ Information Security Engineering   ☒ Software Engineering   ☐ System Engineering

Organizational Setting and Major Functions

The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. CDT's Office of Enterprise Technology (OET) plays a critical role in enhancing digital government and building a California that works for all Californians. We do this by providing foundational platforms, web standards, and technologies for state entities to provide and scale innovative digital services.

Under administrative direction of the Information Technology Manager II (IT Mgr II) over OET's Web Services unit, the Information Technology Specialist III (IT Spec III) will lead cross-functional teams of Developers, Designers, Researchers, and other digital staff to deliver products centered on and responding to the online experience of Californians. The incumbent will lead product planning and management of OET's efforts helping to drive the CA.gov initiative, coordinate new features and functionalities, optimize product strategy and roadmaps, coordinate with other CA.gov partners and utilize agile methodologies to guide technology and design projects.

% of time performing duties	**Essential Functions** (Percentages shall be in increments of 5, and should be no less than 5%.)
45%	**Product Vision, Research, and Development** • Lead OET's vision and roadmap for CA.gov products and services. • Create and manage a product strategy and roadmap and develop a communications strategy supporting product goals. • Ensure all stakeholders have a shared understanding of product objectives, goals, and metrics. • Work with product managers to set the high-level priorities across the CA.gov product portfolio. • Own the product backlog for the CA.gov project and set the day-to-day priorities for the team. • Work collaboratively with the team to ensure the backlog will fulfil the goals and outcomes on the roadmap. • Drive decisions, while building support with stakeholders and enabling the team.

% of time performing duties	• Understand and articulate the problems (technical and otherwise) the team is trying to solve to a variety of audiences. • Ensure applications meet the highest standards of branding, editorial and graphic quality, consistency, and adhere to best practices involving architecture, navigation, process flows, functionalities, usability, and accessibility. • Identify and proactively monitor and address product risks. • Define iterative releases on specific features as well how features and properties relate to each other. • Understand and articulate user needs by interpreting user research and data to make the right decisions for the product. • Report on how products are performing against user needs and other success measures, and scope iterative changes to products based on changing user needs. • Attend regular meetings with partners and other state entities to ensure work is strategically aligned between multiple teams and delivers valuable outcomes for people and the State government. Partners include Office of Digital Innovation, Governor's Office, Government Operations Agency and more.
30%	**Leadership** • Provide general administrative direction concerning assignments for technical staff based on priority, staff experience and skill levels, complexity assessments of projects, specialized skills, and resource availability. • Participate in working sessions with CA.gov project leads in the development of goals and objectives in accordance with organizational mission and strategic goals. • Support and advocate management's philosophy, policies, and procedures. • Ensure cross-team coordination by working to remove impediments or distractions that interfere with the ability of the team to deliver sprint and overall project goals. • Clearly communicate product barriers or opportunities in writing and verbally to OET leadership and the CA.gov product team. • Present and clearly articulate product strategy and roadmaps to cross-departmental CA.gov project leadership. • Collaborate and coordinate with peers in other departmental partners on shared efforts in support of CA.gov project.
20%	**Stakeholder Management** • Advise and collaborate with stakeholders on a wide range of operational and technical issues and projects. • Coach agency partners, where appropriate, in agile, open source, performance, and user-centered principles. • Work with partners to develop communications strategies to sustain the product during and beyond the engagement. • Coordinate, lead and/or attend regular meetings with key stakeholders such as the Governor's Office, Government Operations Agency, Office of Digital Innovation, and other departmental partners to ensure work is strategically aligned between multiple teams and delivers improved access to performance of digital services for the people of California.
5%	**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.) Other related duties as required. **Work Environment Requirements** • May be required to carry a cell phone. • May be required to work outside of normal work schedule. • Travel to internal and external customer locations for meetings is required.

- During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12 hour shifts, and/or off site and occasionally out of town.

Allocation Factors (Complete each of the following factors.)

Supervision Received:
The IT Spec III receives broad administrative and policy direction from the IT Mgr II. It is expected that the IT Spec III interpret directions and coordinate, organize, plan, provide direction to staff, and facilitate the implementation of directions, projects and assignments.

Actions and Consequences:
The IT Spec III should have a thorough understanding of the responsibilities and duties of this position, and a broad understanding of the mission and goals of the OET. Poor decisions, judgments, and recommendations in the areas above could result in dissatisfaction of partners and the inability for products to function.

Personal Contacts:
The IT Spec III has regular contact with various California departments, agencies and their executive leadership and project staff, the California Government Operations Agency, CDT executives, leadership and project staff, and consultants. The IT Spec III may have contact with the Governor's Office, control agencies, business consultants, and vendors in the communication of program strategies, direction, and project changes.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
None

Supervision Exercised:
None; however, may lead a team, project or function. The IT Spec III has defined responsibility and authority for decision making related to projects or in an advisory function.

Other Information

Desirable Qualifications: (List in order of importance.)
The IT Spec III should have a multi-disciplinary background with strong skills and experience in the disciplines of product management and project management. The candidate should possess the following skills/abilities to perform the essential functions of the position:

- Experience in technical product management, including data products, security, and systems architecture improvements
- Demonstrated success in the development of public-facing digital solutions
- Experience developing and implementing initiatives, standards, policies and best practices for the creation, maintenance, and effective application of high-quality web and digital products
- Experience leading significant change in complex, matrixed organizations
- Experience innovating digital channel platforms, especially the web
- Experience managing complex software products, including products with large diverse user bases
- Ability to identify key problems (problem definition) to scope the product needs and prioritize
- Ability to clearly visualize and present technology road maps, use cases, models, frameworks, processes, tools, and delivery structures
- Ability to plan, organize, facilitate, and coordinate multiple high visibility projects operating under strict guidelines and timeframes
- Skilled at building long-term cross-organizational relationships and negotiating conflicting needs or incentives

- Ability to bring together multiple teams working on a single product or series of closely related products
- Adept at navigating internal governance processes and supporting rapidly changing information and user needs
- Ability to proactively, clearly, and kindly manage expectations, facilitate consensus, and advocate for user needs
- Skilled at building long-term cross-organizational relationships and negotiating conflicting needs or incentives
- Ability to create clarity for multi-disciplinary teams amidst changing priorities and information
- Experience working in user centered design (UX design, UX research, analytics/insights)
- Proven experience participating and/or assisting in the development, implementation, and enforcement of department goals, objectives, policies, and procedures.
- Strong oral, written, and interpersonal communication skills to effectively interact with executive management and staff and deliver controversial or sensitive information.
- Ability to understand and interpret state and federal regulations and state policies and procedures, as well as communicate and provide guidance to management and staff.
- Results oriented and able to independently manage multiple projects, processes, and activities simultaneously.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
Blaine Wasylkiw		