



Duty Statement

Current Proposed

Classification Career Executive Assignment (C.E.A.) Level B	Office/Department Office of Digital Innovation
Working Title Research & Discovery Manager	Unit/Section CallInnovate
Position Number 374-100-7500-008	Effective Date
Name Vacant	Date Prepared 04/27/2022

General Statement

Under the administrative direction of the Deputy Director, User Research, the Research and Discovery Manager is responsible for developing and maintaining the policies and procedures for the Office of Digital Innovation’s (ODI) user focused research and discovery practices. In this role, the incumbent manages a multi-disciplinary team of researchers and analysts. The incumbent oversees the development and execution of research plans, identifies and validates research methods, and ensures the communication of evidence-based insights to clients. The incumbent is responsible for ensuring that a detailed and accurate understanding of the problem space is developed, that a clear problem statement is articulated, and that data-driven recommendations and solutions are provided. The incumbent is a leader in establishing user research as a commonly applied practice in state government. The incumbent plays a significant role in the decision-making and development of priorities, policies, and practices pertaining to projects, strategic planning, technical direction, resource management, and program delivery.

Essential Functions

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40%	<ul style="list-style-type: none"> • Manage the development and execution of research plans, including identifying and validating research methods, reviewing data and analysis, and report and presentation creation • Develop policies and procedures for focused research and discovery practice in state government, including the development of best practices, playbooks, and policy guidance

	<ul style="list-style-type: none"> ● Coordinate with ODI management to prioritize problem areas and project execution in order to direct resources and efforts ● Partner with ODI user research management to identify areas of opportunity to advance our research and discovery practices, policies, and procedures ● Provide expertise on how ODI’s external agency partners can integrate innovative and emerging technologies, and adapt policies and procedures to improve delivery against their strategic goals ● Advise the Deputy Director, User Research in the formulation of state service research and discovery policies and procedures ● Collaborate with ODI internal teams and ODI leadership on strategy & business development, developing and implementing a high-level strategy for ODI project identification, acquisition, and engagement ● Consult with the Deputy Director, User Research relative to state and office initiatives, policies, and standards in support of ODI’s goals and objectives ● Advise the Deputy Director, User Research regarding major issues confronting the office
30%	<ul style="list-style-type: none"> ● Assess the current state of digital services provided by state government, working to provide a research-driven and data informed understanding of opportunities for change and to align strategies and practices to intended outcomes ● Partner with ODI leadership to understand partner needs, industry trends, and opportunities that align with ODI’s capabilities to grow the agency’s portfolio ● Create and oversee research of intended subject matter according to ODI priorities, transforming business needs into business logic to inform data exploration and analysis ● Identify systems level change and opportunities for statewide policy changes on how government delivers services online ● Maintain a broad understanding of our current and future agency partner’s strategies, drivers, goals, and initiatives, as well as the competitive landscapes to enable the capture of growth opportunities ● Cultivate, expand, and maintain positive relationships across a deep network of senior leadership and key stakeholders across the state government to maintain a holistic understanding of the customer, needs, and priorities ● Support and scale ODI’s User Research function and improve competencies of other state teams through playbooks, approaches, communities of practice, and other training channels ● Oversee managerial activities by providing inclusive leadership to direct reports and matrixed staff members, encourages team building, and facilitates cross training, creating a positive working environment ● Direct, lead, train, develop, and assign tasks/projects to team members ● Establish individual performance expectations, lead performance management activities, including continuous feedback to team members, complete annual individual development plans and complete timely probationary reports for civil servants ● Supervise the work of researchers and analysts, providing guidance, teaching, and contributing to staff professional development ● Review contract performance for contract staff as guided by ODI’s administrative staff

	<ul style="list-style-type: none"> • Update duty statements and contract SOWs, as needed
25%	<ul style="list-style-type: none"> • Represent ODI at agency partner, industry, and/or tradecraft opportunities (e.g., conferences, meetups, working groups, memberships, and trainings) to build relationships, establish partnerships, and grow ODI's portfolio • Analyze and scope the technical and policy requirements needed to implement complex digital solutions and collaborate with other entities, such as the California Department of Technology among others • Create and manage reports, presentations, and other tools for delivering findings and recommendations to internal and external stakeholders

Marginal Functions

5%	<ul style="list-style-type: none"> • Apply principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management, and perform other staff assignments as appropriate and required • Execute programs, policies, and platforms that support digital innovation
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Supervision Received

The Research and Discovery Manager will report to the Deputy Director, User Research. Assignments may also come from the Chief Deputy Director or the Director.

Supervision Exercised

The Research and Discovery Manager oversees the User Research discipline. The incumbent directly supervises a team of Researchers (Research Data Specialist II and Exempt), Web Performance Analysts (Information Technology Specialist I), and Discovery Facilitators (Exempt).

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee's workstation is located in Sacramento, CA, and is equipped with standard or ergonomic office equipment, as appropriate. Based on departmental or operational needs, work can be performed remotely. The employee can work full-time from anywhere within California. Occasional travel may be required to attend offsite meetings, conferences, and training classes. May sit for an extended period using a keyboard and video display terminal. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined ODI's sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

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.)

A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

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

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

Supervisor Signature	Supervisor Printed Name	Date
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