



Office of Data & Innovation

401 I Street Suite 200, Sacramento, California 95814

Current Proposed

Classification Deputy Director of Service Innovation	Office/Department Office of Data & Innovation
Working Title Deputy Director of Service Innovation	Unit/Section CallInnovate
Position Number 374-100-5805-001	Effective Date
Name	Date Prepared 4/21/2022

General Statement

Under administrative direction, the Deputy Director, Service Innovation is responsible for the planning and development of statewide policies, standards, and procedures and early products associated with and directly related to digital service delivery, adoption, maintenance and capacity building. The responsibilities include leading and developing strategic direction for multiple cross-department initiatives that substantially improve the ability of Californians to interact with their government, including the statewide ca.gov program. The Deputy Director, Service Innovation will also have direct management of engagements that support Governor’s Office initiatives and will also maintain and foster relationships and partnerships with entities reporting directly to the Governor, department directors, constitutional officers, and other state leadership. The incumbent plays a significant role in the decision making and development of priorities, policies, and practices pertaining to projects, strategic planning, resource management and program delivery.

Essential Functions

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35%	<ul style="list-style-type: none"> • Leads the development and implementation of products and solutions that will increase value, streamline service delivery and respond directly to the needs of Californians; • Consults with state leadership and technical teams on problem definition, identifying the business need and consulting on the scope of technical solutions to improve services for Californians. • Consults with state entities to Identify systems level change and opportunities for statewide policy changes on how government delivers services;

	<ul style="list-style-type: none"> ● Develops recommendations to improve customer experience and service design at all levels of the user experience informed by usability research and UX design best practices; ● Oversees the product roadmaps and implementations of digital products including the transition back to the partner department; ● Consults with policy and technical teams statewide to assess technical and policy requirements needed to implement complex digital solutions, understanding when collaboration with other state entities or third-party vendors is necessary; ● Tracks and provides updates to relevant stakeholders; ● Supports capacity building among partner departments through development of playbooks, recommended practices communities of practice and other training channels.
20%	<ul style="list-style-type: none"> ● Provides management and oversight to direct reports and matrixed staff members that comprise product teams, encourages team building, and facilitates cross-functional collaboration, creating a positive, inclusive working environment; ● Directs and leads team members, and supports training and development of team members, including ODI Product Managers, Engineers, and Designers. ● Assigns tasks/projects to team members; ● Establishes individual performance expectations, leads performance management activities, including continuous feedback to team members, completes annual individual development plans and completes timely probationary reports for civil servants; ● Reviews contract performance for contract staff as guided by ODI's administrative staff; ● Updates duty statements and contract SOWs, as needed.
20%	<ul style="list-style-type: none"> ● Establishes leadership, collaboration, communication, and strategic direction with other state agencies, boards, commissions, councils, and -as needed - city and county governments - in support of ODI's mission. ● Represents ODI and the Chief Deputy Director and Director in meetings with control agencies and with partners such as members of the Governor's Office, Legislature, department Directors, and other high-level public and private officials, as required. Appears before the Legislature concerning the Office's annual budget and other matters as necessary.
10%	<ul style="list-style-type: none"> ● Advises the Chief Deputy Director and Director in the formulation of state service delivery policy. ● Functions in a consultative role with the Chief Deputy Director relative to state and office initiatives, policies, and standards in support of ODI's goals and objectives. ● Advises the Chief Deputy Director and Director regarding major issues confronting the Office.
10%	<ul style="list-style-type: none"> ● Collaborates with ODI's Government Relations teams on strategy & business development, developing and implementing a high-level strategy for ODI project engagement; ● Demonstrates thought leadership and contributing best practices in a variety of technologies and principles; ● Assesses the state of digital services provided by the State government and works to align strategies and practice; ● Contributes to a talent strategy that includes recruiting innovators and entrepreneurs to participate in solving complex challenges; ● Confers with key government/private officials and top experts in the field; ● Helps execute programs, policies and platforms that support digital innovation.

Marginal Functions

5%	Applies principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting and project management and performs other staff assignments as appropriate and required.
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Supervision Received

The he Deputy Director, Service Innovation will report to the Chief Deputy Director.

Supervision Exercised

The Deputy Director, Service Innovation oversees the Engineering and UX Research and Design disciplines. The incumbent will directly supervise ODI’s lead Engineer (CEA) and ODI’s Lead for Research & Design (CEA).

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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