CAREER EXECUTIVE ASSIGNMENT
EXAMINATION ANNOUNCEMENT

DEPARTMENT: California Department of Technology

POSITION TITLE/LEVEL: Deputy Chief, Technology Innovation Officer, CEA C

SALARY: $ 12,329 - $ 13,998

FINAL FILE DATE: Postmarked by: <u>December 12, 2022</u>

POSITION DESCRIPTION:

Under the general direction of the Chief Technology Innovation Officer, (Exempt), the Deputy Chief Technology Innovation Officer is responsible for the formulation, implementation and management of digital services policy and programs that directly affect the public's accessibility and user experience. The CEA has significant responsibility for the development, implementation and operation of strategic initiatives and enterprise shared services that streamline and support greater efficiency in the delivery of government services. The CEA will also collaborate with policy, program, and technology leaders across the state to accelerate the delivery of complex, mission critical, and time-sensitive digital projects that support the broader goals outlined in the State's Vision 2023 Strategic Plan. The CEA participates as a member of the California Department of Technology (CDT) Executive Staff.

The Deputy Chief Technology Innovation Officer's responsibilities include providing organizational leadership on statewide technology policy and innovative initiatives, including new technology research to ensure the alignment of Office of Digital Services' (ODS) vision with its business strategy to drive digital services innovation statewide.

Establish high-level statewide and departmental policies and programs to support digital innovation in the State of California to improve how state government applies innovative solutions to meet the public's evolving needs with the goal of enriching customer experiences and improving critical technological applications. Create, develop, and implement statewide policies for strategic IT solutions in the areas of Geographic Information Systems (GIS), Open Data, Open Source technology, Enterprise Human Resources, Artificial Intelligence, and Statewide Web Development. Advise, communicate, and collaborate with the CDT Directorate and Executive leadership, the Government Operations Agency (GovOps), Governor's Office, and other partners and stakeholders across local, state, and federal government to ensure digital innovation objectives are met. Utilize leading practices around agile software development, business-centered architecture, cloud-based technologies, user-centered design, and the integration of information security, software development, and operations to deliver modern digital services. Ensure that digital service programs are sustainable, effectively managed and incorporate continuous improvement.

Provide ongoing management of digital service programs, including the maintenance and management of the State of California open data platform and program, by providing training resources, data analysis, and data visualization expertise to state departments, agencies, boards, and commissions. Oversee mission critical work such as data curation, reporting, website development and operation, and rapid application development. Provide rapid technology solutions to support California's emergency response programs across various government entities. Engage in application innovation and development, gather user experience feedback, and employ Agile/DevOps methodologies to ensure consistent and relevant delivery of digital products to citizens and government. Maintain CA.gov and Governor's Office-sponsored websites, and develop and maintain the state's official web template used by the majority of executive branch entities. Support and collaborate with the GovOps' Office of Digital Innovation on initiatives to improve how state government applies new technologies including Artificial Intelligence, Open Data, Performance Improvement, Blockchain, and Open Source technologies.

MINIMUM QUALIFICATIONS

Career Executive Assignment (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 the 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.   Comprehensive understanding of state administrative policies, strategic and operations planning, and best management practices.

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 program 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 relationships with representatives of all levels of government, the public, and the Legislature and Executive branches.
6.   Ability to analyze complex problems and recommend effective courses of action, and prepare and review reports.
7.   Ability to effectively contribute to the department's Equal Employment Opportunity objectives.

SPECIAL PERSONAL CHARACTERISTICS

- Creativity and Innovation – Apply new ways of thinking, ability to solve problems, create new ideas, and develop new approaches to optimize the organization and management of IT programs. Survey the landscape and recommend/develop new services that help customers meet their business needs.

- Teamwork – Cooperate to achieve the California Department of Technology'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 – Focuses on continuous improvement and high personal accountability. Provides 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 negotiate 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:

- Experience in working with high-level executives across local, state, and federal government, including the Governor's Office and GovOps.
- Ability to obtain consensus from key stakeholders on statewide technology policy direction that will ensure progress toward the State's Vision 2023 plan.
- A very broad knowledge of digital services and innovative technologies.
- 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.
- 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.
- Ability to evaluate products from multiple perspectives (customers, stakeholders, vendors, best practices) in order to develop standards for product approvals.
- Ability to develop/obtain consensus on policy direction that will ensure continuation of the development portion of projects and help ensure successful completion.

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 examination 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 *(version 12/2021)* (Form 678) is required to apply for this examination and hiring selection.

- 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 the Deputy Chief, Technology Innovation Officer, CEA C position.

Each candidate must prepare a **Statement of Qualifications** document that **clearly and concisely identifies experience in the 3 categories and must be formatted in the same manner shown below:**

1. **Executive Leadership and Engagement Experience**
   Describe your experience overseeing and directing organizations at the Executive level. Also, describe your experience interacting with a wide variety of internal and external individuals at the highest levels of Executive, Management, Legislature, Governor's Office and stakeholders.

2. **Policy Influence and Development of Statewide Policies and IT Standards Experience**
   Describe the type of Policy Influence Experience you possess and how that experience will further the objectives and goals of the Office of Enterprise Technology. Describe the type of statewide policies and IT standards you have been involved in coordinating with state, federal and local entities in implementing IT initiatives and policies.

3. **Strategic Planning Experience**
   Describe your strategic planning experience pertaining to the creation and development of IT solutions in areas such as: Geographic Information Systems (GIS) and Open Data Platform, Open Source technology, or Statewide External Web Development that demonstrates you have broad knowledge of digital services and innovative technologies that would make you the most qualified for the Deputy Director, Office of Enterprise Technology, CEA C position.

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# 342722 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# 342722

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# 342722

Questions regarding this examination should be directed to: Rae Powers at (916) 898-0354 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

Name: Vacant
Effective Date:

Organizational Setting and Major Functions

Under the general direction of the Chief Technology Innovation Officer, (Exempt), the Deputy Chief Technology Innovation Officer is responsible for the formulation, implementation and management of digital services policy and programs that directly affect the public's accessibility and user experience. The CEA has significant responsibility for the development, implementation and operation of strategic initiatives and enterprise shared services that streamline and support greater efficiency in the delivery of government services. The CEA will also collaborate with policy, program, and technology leaders across the state to accelerate the delivery of complex, mission critical, and time-sensitive digital projects that support the broader goals outlined in the State's Vision 2023 Strategic Plan. The CEA participates as a member of the California Department of Technology (CDT) Executive Staff.

The Deputy Chief Technology Innovation Officer's responsibilities include providing organizational leadership on statewide technology policy and innovative initiatives, including new technology research to ensure the alignment of Office of Digital Services' (ODS) vision with its business strategy to drive digital services innovation statewide.

Essential Functions

30%   Establish high-level statewide and departmental policies and programs to support digital innovation in the State of California to improve how state government applies innovative solutions to meet the public's evolving needs with the goal of enriching customer experiences and improving critical technological applications. Create, develop, and implement statewide policies for strategic IT solutions in the areas of Geographic Information Systems (GIS), Open Data, Open Source technology, Enterprise Human Resources, Artificial Intelligence, and Statewide Web Development. Advise, communicate, and collaborate with the CDT Directorate and Executive leadership, the Government Operations Agency (GovOps), Governor's Office, and other partners and stakeholders across local, state, and federal government to ensure digital innovation objectives are met. Utilize leading practices around agile software development, business-centered architecture, cloud-based technologies, user-centered design, and the integration of information security, software development, and operations to deliver modern digital services. Ensure that digital service programs are sustainable, effectively managed, and incorporate continuous improvement.

30%   Provide ongoing management of digital service programs, including the maintenance and management of the State of California open data platform and program, by providing training resources, data analysis, and data visualization expertise to state departments, agencies, boards, and commissions. Oversee mission critical work such as data curation, reporting, website development and operation, and rapid application development. Provide rapid technology solutions to support California's emergency response programs across various government entities. Engage in application innovation and development, gather user experience feedback, and employ Agile/DevOps methodologies to ensure consistent and

relevant delivery of digital products to citizens and government. Maintain CA.gov and Governor's Office-sponsored websites, and develop and maintain the state's official web template used by the majority of executive branch entities. Support and collaborate with the GovOps' Office of Digital Innovation on initiatives to improve how state government applies new technologies including Artificial Intelligence, Open Data, Performance Improvement, Blockchain, and Open Source technologies.

30%   Serve as a member of the department's Executive Staff; act as an advisor to the Director/State Chief Information Officer (CIO), Chief Deputy Director/Deputy State CIO, and the Chief Technology Innovation Officer. Work closely with the Chief Technology Innovation Officer to ensure the defined strategic and tactical direction of statewide digital services is in alignment with CDT's Strategic Focus and the Vision 20203 goals toward civil engagement and participation, and efficiency in interactions with citizens and government. Work closely with the Governor's Office, as well as with GovOps and other partners across state government, to ensure California is making progress towards its goals on civic engagement, civic participation, and more efficient interaction with citizens and their government. Engage with relevant disciplines and partners across local, state, and federal communities to ensure the digital service needs of Californians are being met. Take responsibility for mission critical services, which directly serve the state's emergency response programs, and provide mission critical solutions required to support the state's emergency response such as pandemic and Wildfires.

10%   Provide oversight to direct reports on completion of their administrative responsibilities; develop and update duty statements as needed, establish performance expectations, complete performance appraisals and probationary reports on a timely basis, and conduct performance management activities including adherence to the State's progressive discipline policy. Make 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 and ensure that there is a diverse workforce throughout the ODS. Ensure managers facilitate communication and that appropriate measures are taken when administrative issues and problems arise. Responsible for succession planning and ensure employees are cross-trained to perform multiple functions.

Desirable Qualifications:
- Experience in working with high-level executives across local, state, and federal government, including the Governor's Office and GovOps.
- Ability to obtain consensus from key stakeholders on statewide technology policy direction that will ensure progress toward the State's Vision 2023 plan.
- A very broad knowledge of digital services and innovative technologies.
- 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.
- 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.
- Ability to evaluate products from multiple perspectives (customers, stakeholders, vendors, best practices) in order to develop standards for product approvals.
- Ability to develop/obtain consensus on policy direction that will ensure continuation of the development portion of projects and help ensure successful completion.

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.)

_____   _____
Employee Signature   Date

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

_____   _____
Director   Date

HR Analyst _____