Name:
Effective Date:

Organizational Setting and Major Functions

Under the general direction of the Deputy Chief Technology Officer, the Deputy Director is responsible for Platform Services and participates as a member of the Office of Technology Services (OTech) Executive Staff and the California Department of Technology (CDT) Senior Staff. The Deputy Director's responsibilities include managing the OTech Statewide Information Technology (IT) infrastructure, development and maintenance of high-level policy affecting all facets of IT for the State, development and implementation of IT policy governing existing and future IT systems, and establishing Statewide IT standards, security policy implementation and project oversight.

Essential Functions

40%   Direct the planning, development, implementation, and maintenance of a comprehensive IT infrastructure that continuously meets customers' dynamic business needs. Establish high-level statewide and departmental policies that impact day-to-day IT operations at every level and affect the people of California. Advise, communicate and collaborate with the CDT Director/State Chief Information Officer, CDT Chief Deputy Director/Deputy State Chief Information Officer, Chief Technology Officer, Deputy Chief Technology Officer, CDT Senior Staff, OTech Executives, Government Operations Agency, Governor's Office, customer departments, the federal government and other key stakeholders for implementation of California's IT Strategic Plan. As a member of the OTech Executive Staff, participate directly in setting and implementing policies that affect OTech and its customers statewide. Resolve high-level risk and issues associated with IT applications and systems utilizing the State's technology infrastructure.

25%   Guide and direct the implementation of statewide enterprise services, such as mainframe processing, relational databases and data storage, in support of the Statewide IT Strategic Plan. Meet with customers to establish business requirements, initiate planning, execution and maintenance.

15%   Provide mission and goals for Platform Services in alignment with the rest of OTech, the CDT's Strategic Focus areas and the CDT's IT Services Strategy. Mentor staff and ensure that training opportunities are available to assist in developing technically skilled staff.

10%   Forge strong partnerships with customers to understand their business objectives and the impact on the OTech IT infrastructure.

10%   Provide executive oversight of Platform Services' 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 the management of Platform Services by making informed and defensible personnel management decisions in accordance with department and State policies, personnel-related laws, civil service rules, and collective bargaining agreements; and effectively contribute to the department's equal employment opportunity objectives. Ensure that there is a diverse

workforce throughout Platform Services; manage Platform Services' budget preparation and expenditure control including position management activities and management of vacancies; ensure that the Platform Services managers are doing their part to facilitate communication throughout the division; ensure that appropriate measures are taken when issues and problems arise in the administrative arena; and responsible for succession planning within Platform Services and ensure there are employees who can perform multiple functions.

Desirable Qualifications:

- Well-developed interpersonal skills and the ability to communicate effectively, both verbally and in writing.
- 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 Office'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.

_____   _____
Deputy Chief Technology Officer   Date

H/R Analyst _____

California DEPARTMENT OF TECHNOLOGY

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 WORKPLACE. 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: Deputy Director Platform Services, Office of Technology Services, CEA B

SALARY: $11,102 - $13,226

FINAL FILE DATE: Postmarked by: <u>October 19, 2023</u>

POSITION DESCRIPTION:
Under the general direction of the Deputy Chief Technology Officer, the Deputy Director is responsible for Platform Services and participates as a member of the Office of Technology Services (OTech) Executive Staff and the California Department of Technology (CDT) Senior Staff. The Deputy Director's responsibilities include managing the OTech Statewide Information Technology (IT) infrastructure, development and maintenance of high-level policy affecting all facets of IT for the State, development and implementation of IT policy governing existing and future IT systems, and establishing Statewide IT standards, security policy implementation and project oversight.

The Deputy Director's responsibilities are:

* Direct the planning, development, implementation and maintenance of a comprehensive IT infrastructure and platform portfolio of services that continuously meets customers' dynamic business needs.
* Establish high-level statewide and departmental policies that impact day-to-day IT operations at every level and affect the people of California.
* Advise, communicate, and collaborate with the CDT Director/State Chief Information Officer, CDT Chief Deputy Director/Deputy State Chief Information Officer, Chief Technology Officer, Deputy Chief Technology Officer, CDT Senior Staff, OTech Executives, Government Operations Agency, Governor's Office, customer departments, the federal government, and other key stakeholders for implementation of California's IT Strategic Plan.
* Serve as a member of the OTech Executive Staff, participate directly in setting and implementing policies that affect OTech and its customers statewide.
* Resolve high-level risk and issues associated with IT applications and systems utilizing the State's technology infrastructure.
* Guide and direct the implementation of statewide enterprise services, primarily focusing on infrastructure, platform, and software services, in support of the Statewide IT Strategic Plan.
* Meet with customers to establish business requirements, initiate planning, execution, and maintenance.
* Provide mission and goals for Platform Services in alignment with the rest of OTech, the CDT's Strategic Focus areas and the CDT IT Services Strategy.
* Forge strong partnerships with customers to understand their business objectives and the impact on the CDT IT service portfolio.
* Managing Platform Services budget, as well as the financial health of all services provided to customers.
* <u>Note: Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).</u>

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 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. Knowledge of current technology, including the business needs of stakeholders and their organization, political, administrative, and fiscal environments to understand potential impacts of issues and parameters of solutions.
10. Best practices in IT projects and support services and knowledge of typical risk areas in project life cycle to bring quality approaches to the most vulnerable project tasks.
11. Comprehensive understanding of state administrative policies, strategic and operations planning, and best management practices.
12. Knowledge of project and state contract management practices.
13. Knowledge of state policies and procedures, including developing and negotiating budget proposals.
14. Knowledge of the principles related to cost recovery for provided services.
15. Knowledge of state control agency requirements for project/program approval and oversight.
16. Knowledge of the Information Technology Infrastructure Library (ITIL).
17. Knowledge of Organizational Change Management.

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 meet customer demand for services, during competing priorities.
5. Ability to communicate with customers and identify CDT services that will help them meet their business objectives.
6. Ability to gain the confidence and support of top-level administrators and advise them on a wide range of administrative matters.
7. Ability to develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches.
8. Ability to analyze complex problems and recommend effective courses of action; and prepare and review reports.
9. 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.

- Business Acumen - Possess an understanding of the various parts of an IT service portfolio and how they are interconnected. Ability to make sound, defensible decisions that consider the impact to customers, technology resources, financial resources, and alignment with the State IT Strategic Plan.

DESIRABLE QUALIFICATIONS

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

- Well-developed interpersonal skills and the ability to communicate effectively, both verbally and in writing.
- 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.
- 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 Office's customer base.
- Ability to evaluate products from multiple perspectives (customers, stakeholders, vendors, best practices) in order to develop standards for product approvals.

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 Director Platform Services, Office of Technology Services, CEA B 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. **Organizational Change Management and Business Process Reengineering Experience**
   Describe Organizational Change Management and Business Process Reengineering programs or processes you have developed or implemented and your primary role and responsibility as it relates to this experience. In the area of change management, what techniques did you use to get staff buy-in, and how did it benefit the organization?

2. **Technology Management/Leadership and Technical Experience**
   Describe your experience in leading and managing technology organizations. Please include in the description, the total number of employees within the organization you have led, and the number of direct reports.
   Please also describe your technical experience, especially around infrastructure and platform domains.

3. **Management of political, high visibility, and time sensitive projects**
   Describe your role and responsibilities in working on political, high visibility, and time sensitive projects and initiatives requiring written and verbal coordination and communication with the Governor's Office or Agency representatives, State oversight entities, Legislature, program stakeholders, community interest groups, and the public.

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# 394598 or by mail to:

California Department of Technology
Human Resources Branch, Selection Services
P.O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: Chris Medina JC# 394598

Or

Hand Delivered to:
California Department of Technology
2nd Floor Guard Station
10860 Gold Center Drive
Rancho Cordova, CA 95670
Attn: Chris Medina, HR JC# 394598

Questions regarding this examination should be directed to: Chris Medina at (916) 898-0351 or e-mail
christopher.medina@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