

DUTY STATEMENT
DEPARTMENT OF TECHNOLOGY
CHIEF DIGITAL STRATEGY OFFICER

Name: Vacant
Effective Date: xx/xx/2023

SCOPE:

Under the general direction of the Chief Technology Innovation Officer (CTIO), the incumbent acts as the Chief Digital Strategy Officer (CDSO) and is responsible for leading the development and implementation of policy, performance management, and communication of the State's innovative and inclusive technology strategies at all levels from a Statewide strategic plan to individual strategy for emerging technologies such as artificial intelligence, blockchain, and quantum computing. As a thought leader for the State, the CDSO is expected to have an extensive background and broad knowledge of technology, innovation, policy development and analysis, stakeholder engagement, writing and communicating complex technologies, and relationship building while demonstrating a high degree of initiative, strategic planning experience, and critical thinking in including, communicating, and analyzing multiple and sometimes competing policy perspectives in response to the State's complex technology needs. The CDSO should expect to use strategic thinking to develop robust, values-driven actionable plans for current and emerging technologies at the State that are inclusive of their key stakeholders.

SPECIFIC DUTIES:

- 35% Oversee the State's digital strategy, technology innovation governance processes, including policy formulation and relevant stakeholder engagement needed to innovate to meet the State's digital services priorities. Oversee the State's digital strategy development and implementation, including formulating, adopting, implementing, and measuring the effectiveness of California's digital strategy vision, mission, goals, and objectives. Plan, gather stakeholder feedback, communicate, and measure the success of implementing innovative information technology (IT) initiatives especially around emerging technologies such as artificial intelligence and digital Identification. Act as a thought leader for State executive management at the agency and departmental levels through executive meetings, steering committees, governance groups, written and verbal communication, and other open and collaborative forums in developing a documented State IT strategy.

- 35% Manage State innovative digital services teams and technology innovation services by assessing public-facing digital services and partnering with department Chief Information Officers (CIOs) and staff to align advancements in technology with specific goals and principles. Oversee strategic technological planning to ensure that new and emerging technologies are evaluated inclusively and equitably. Consult with the customer department's Executive Staff on the potential for innovation and technology benefits and risks associated with individual technologies. Effectively track and communicate progress on meeting strategic objectives and suggest remediation plans, when necessary, through Objective Key Results (OKR), balanced scorecards, or more informal performance management methods.

- 20% Serve as a State thought leader for innovative and emerging technology. Serve as a member of CDT's Executive Staff. Act as an advisor to the CTIO and the Chief Deputy Director/Deputy State CIO. Advise the Department's Executive Staff on the State's IT strategic direction and the California Technology Strategic Plan's vision, mission, goals, and objectives. Build and sustain strong partnerships with department directors, Agency Information Officers (AIOs), departmental CIOs, private sector organizations, community groups, and non-profit advocacy organizations to

understand their policy perspectives and to promote inclusive technology strategies.

- 10% Provide executive oversight of Technology Innovation 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 Office management makes 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.

DESIRABLE QUALIFICATIONS:

- Demonstrate experience building effective, efficient, and inclusive strategies for complex organizations with an emphasis on innovation and technology.
- Ability to develop, implement, evaluate, and improve governance structures and methodologies.
- Experience creating and maintaining meaningful partnerships with stakeholders from within and outside your organization.
- Experience in providing leadership with and without specific authority to a large group of multi-disciplinary team members.
- Knowledge of various technology business capabilities interested in learning more about technology, innovation, and business trends. For example, human-centered design, artificial intelligence, blockchain, and quantum computing.
- Ability to anticipate and manage complex business and policy objectives through IT governance processes so that Department strategies encompass all the people, processes, and technology needed to achieve departmental goals and reflect relevant values.
- Familiarity with performance management approaches to track and measure the implementation of technology strategies such as OKRs and balanced scorecards.
- Ability to build trust and gather viewpoints across diverse stakeholders.
- Ability to evaluate the effectiveness of programs, products, and methodologies from multiple perspectives (customers, stakeholders, vendors, best practices) to develop standards and policies that reflect various backgrounds and needs.
- Experience in working with high-level executives across local, state or federal government or similar circumstances.
- Ability to obtain consensus from key stakeholders on statewide technology policy direction that will ensure progress toward the State's Strategic Plan.
- 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.

I have read and understand the duties listed above, and I can perform these duties with or without reasonable accommodation. (Discuss your concerns with the hiring supervisor if you believe reasonable accommodation is necessary. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the assigned HR analyst.)

Chief Digital Strategy Officer 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.

Chief Technology Innovation Officer

Date

H/R Analyst _____

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: Chief Digital Strategy Officer, Office of Digital Services, CEA C

SALARY: \$12,329 - \$13,998

FINAL FILE DATE: Postmarked by: November 25, 2023

POSITION DESCRIPTION:

Under the general direction of the Chief Technology Innovation Officer (CTIO), the incumbent acts as the Chief Digital Strategy Officer (CDSO) and is responsible for leading the development and implementation of policy, performance management, and communication of the State's innovative and inclusive technology strategies at all levels from a Statewide strategic plan to individual strategy for emerging technologies such as artificial intelligence, blockchain, and quantum computing. As a thought leader for the State, the CDSO is expected to have an extensive background and broad knowledge of technology, innovation, policy development and analysis, stakeholder engagement, writing and communicating complex technologies, and relationship building while demonstrating a high degree of initiative, strategic planning experience, and critical thinking in including, communicating, and analyzing multiple and sometimes competing policy perspectives in response to the State's complex technology needs. The CDSO should expect to use strategic thinking to develop robust, values-driven actionable plans for current and emerging technologies at the State that are inclusive of their key stakeholders.

The Deputy Director's responsibilities are:

- Oversee the State's digital strategy, technology innovation governance processes, including policy formulation and relevant stakeholder engagement needed to innovate to meet the State's digital services priorities.
- Oversee the State's digital strategy development and implementation, including formulating, adopting, implementing, and measuring the effectiveness of California's digital strategy vision, mission, goals, and objectives.
- Plan, gather stakeholder feedback, communicate, and measure the success of implementing innovative information technology (IT) initiatives especially around emerging technologies such as artificial intelligence and digital Identification.
- Act as a thought leader for State executive management at the agency and departmental levels through executive meetings, steering committees, governance groups, written and verbal communication, and other open and collaborative forums in developing a documented State IT strategy.
- Manage State innovative digital services teams and technology innovation services by assessing public-facing digital services and partnering with department Chief Information Officers (CIOs) and staff to align advancements in technology with specific goals and principles.
- Oversee strategic technological planning to ensure that new and emerging technologies are evaluated inclusively and equitably.
- Consult with the customer department's Executive Staff on the potential for innovation and technology benefits and risks associated with individual technologies.

- Effectively track and communicate progress on meeting strategic objectives and suggest remediation plans, when necessary, through Objective Key Results (OKR), balanced scorecards, or more informal performance management methods.
- Serve as a State thought leader for innovative and emerging technology. Serve as a member of CDT's Executive Staff.
- Act as an advisor to the CTIO and the Chief Deputy Director/Deputy State CIO.
- Advise the Department's Executive Staff on the State's IT strategic direction and the California Technology Strategic Plan's vision, mission, goals, and objectives.
- Build and sustain strong partnerships with department directors, Agency Information Officers (AIOs), departmental CIOs, private sector organizations, community groups, and non-profit advocacy organizations to understand their policy perspectives and to promote inclusive technology strategies.
- Provide executive oversight of Technology Innovation 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 Office management makes 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.
- Note: Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

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:

- Demonstrate experience building effective, efficient, and inclusive strategies for complex organizations with an emphasis on innovation and technology.
- Ability to develop, implement, evaluate, and improve governance structures and methodologies.
- Experience creating and maintaining meaningful partnerships with stakeholders from within and outside your organization.

- Experience in providing leadership with and without specific authority to a large group of multi-disciplinary team members.
- Knowledge of various technology business capabilities interested in learning more about technology, innovation, and business trends. For example, human-centered design, artificial intelligence, blockchain, and quantum computing.
- Ability to anticipate and manage complex business and policy objectives through IT governance processes so that Department strategies encompass all the people, processes, and technology needed to achieve departmental goals and reflect relevant values.
- Familiarity with performance management approaches to track and measure the implementation of technology strategies such as OKRs and balanced scorecards.
- Ability to build trust and gather viewpoints across diverse stakeholders.
- Ability to evaluate the effectiveness of programs, products, and methodologies from multiple perspectives (customers, stakeholders, vendors, best practices) to develop standards and policies that reflect various backgrounds and needs.
- Experience in working with high-level executives across local, state or federal government or similar circumstances.
- Ability to obtain consensus from key stakeholders on statewide technology policy direction that will ensure progress toward the State's Strategic Plan.
- 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.
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- 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.

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 **Chief Digital Strategy Officer, Office of Digital Services, 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. Leadership and Management Experience

Describe your experience setting and managing the policy or strategy of a complex IT branch or section with a focus on innovative or emerging technologies. Please note any experience in working with executive level IT and non-IT stakeholders.

2. Development of Statewide IT policies and strategies

Describe the type of statewide policies and strategies you have been involved in coordinating with state, federal and local entities or in similarly complex organizations to promote innovation and/or emerging technologies.

3. Policy Influence

Describe how you have influenced policy at an executive level of government or similarly complex organizations you possess and how you plan to leverage that experience to become a digital strategy thought leader for the California Department of Technology at the State of California.

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# 396031 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# 396031

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# 396031

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

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California Relay (telephone) Service for the Deaf or Hearing impaired From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922