



# CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

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CALIFORNIA STATE GOVERNMENT – AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. 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.

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**DEPARTMENT:** California Department of Technology

**POSITION TITLE/LEVEL:** Deputy Director, Statewide Telecommunications and Network Division, Office of Technology Services, CEA B

**SALARY:** \$ 8,594 - \$ 10,237

**FINAL FILE DATE:** **March 19, 2014**

**TENURE:** Permanent Full-Time

## POSITION DESCRIPTION:

Under general direction of the Office of Technology Services (OTech) Assistant Chief, the Deputy Director directs the activities of the Statewide Telecommunications and Network Division (STND). The OTech has statutory authority to oversee and direct business telecommunications programs and policy on a statewide basis for the State, and that responsibility resides in this division.

The STND Deputy Director provides statewide business telecommunications leadership and develops the strategic mission and vision for the division. Independently plans, designs, oversees, and directs the management of telecommunications programs, projects and assignments; exercises discretion on how to achieve end results that are in the best interests of the State; and effectively serves State and local government customers for telecommunications and network services. Directs and manages a large professional staff involved with carrying out the duties of the division, including the formulation of goals, programs, policies, and methods of operation in program, financial and personnel matters. For California Department of Technology/OTech data centers and raised floor facilities, oversees network support, policy, innovation in the newer technologies relative to Cloud, midrange, mainframe, virtualization, and LAN/WAN infrastructure; work is performed in accordance with the State Legislature and the Governor's technology strategy, vision, goals, objectives, and policies; the California Contract Code; Government Code 11541; the State Administrative Manual Chapters 1200, 4600, 4800, and 5200; the State Telecommunications Management Manual, the Department of Technology and STND's Office Policies, and other related law and policy.

## MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

### Either I

Must be a current State civil service employee with permanent civil service status, as defined in Government Code Section 18546.

### Or II

Must be a current or former employee of the Legislature, who resigned or was released from service within the last 12 months, and with two or more consecutive years of service as defined in Government Code Section 18990.

**Or III**

Must be a current or former nonelected exempt employee of the Executive Branch of **government** who resigned or was released from service within the last 12 months, and with two or more consecutive years of service (excluding those positions for which salaries are set by statute) as defined by Government Code Section 18992.

**Or IV**

Must be a person retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

Applicants must demonstrate the ability to effectively perform high administrative and policy-influencing functions effectively. The required knowledge and abilities are expected to be obtained from experience in State service, other government settings or in a private organization. Such experience may have been paid or volunteer and must include broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies. Overall ability requires possession of most of the following more specific knowledge and abilities:

**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 team building and mentoring techniques;
10. Knowledge of California Department of Technology/Office of Technology Services Strategic plans and vision;
11. Knowledge of modern telecommunications and networking concepts and challenges;
12. 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;
13. 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;
14. Comprehensive understanding of state administrative policies, strategic and operations planning, and best management practices;
15. Knowledge of project and state contract management practices;
16. Knowledge of state budget processes;
17. Knowledge of state and federal control agency requirements for project approval and oversight.

**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.
8. Ability to manage and track progress and performance of major divisional or Office of Technology Services initiatives.
9. Ability to effectively manage vendors and their performance to appropriate accountability standards.

**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:

- 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 develop and manage effective rate setting and cost cutting efforts.
- Demonstrates understanding of modern telecommunications and networking principles, including virtualization.
- Demonstrates understanding of Cloud computing principles relative to network requirements.

- Knowledge of IT infrastructure and network security principles and challenges.
- Knowledge of advanced IT Infrastructure Library (ITIL) framework processes and best practices.
- 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 exam may be used to fill subsequent vacancies in this position if they occur within the next twelve months or an examination may be rescheduled.

#### **FILING INSTRUCTIONS**

- A Standard original State application (Form 678)
- A "Statement of Qualifications" **not to exceed two pages** and **no smaller than 10 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, Statewide Telecommunications and Network Division, Office of Technology Services position.

Each candidate's Statement of Qualifications **must clearly and concisely identify experience in the 3 categories listed below and must be in the following order:**

**1. Policy Influence Experience**

Describe the type of Policy Influence Experience you possess and how that experience will further the objectives and goals of the Statewide Telecommunications and Network Division.

**2. Strategic and/or Tactical Planning Experience**

Describe the type of Strategic and/or Tactical Plans you have developed or implemented and your primary role and responsibility.

**3. Development of Policies and Enterprise IT Standards**

Describe the type of policies and enterprise IT standards you have developed and coordinated with state, federal and local entities in implementing IT initiatives.

The "Statement of Qualifications" must include a brief description of one or two key accomplishments in the past 12 months. **Candidates who do not follow the filing instructions will be disqualified from the examination.**

**(Note:** A résumé does not serve as a Statement of Qualifications.)

3/2014 (Page 5)

California Department of Technology

Deputy Director, Statewide Telecommunications and Network Division,

Office of Technology Services, CEA B

The application and "Statement of Qualifications" are to be submitted to:

California Department of Technology

Human Resources Branch

P.O. Box 1810

Rancho Cordova, CA 95741-1810

Attn: Tammy Ervin

**Questions** regarding this examination should be directed to: Tammy Ervin at (916) 431-4062 or e-mail

[Tammy.Ervin@state.ca.gov](mailto:Tammy.Ervin@state.ca.gov)

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