



career opportunity

California Department of Technology

Office of Customer Engagement
Data Processing Manager III \$7,665 - \$9,138
Permanent/Fulltime
Final File Date: Until Filled



Who Are We?

The California Department of Technology (CDT) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, the Department of Technology delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.



The Office of Customer Engagement acts as a liaison and interface between our department and the customer organizations we serve. The division supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.



What You'll Be Doing...

The Data Processing Manager (DPM) III acts as an Account Director (AD) responsible for developing business relationships between CDT and new business partners. The DPM III (AD) develops strategic partnerships to increase the customer base which will provide improved economies of scale for IT services provided at the data center. The DPM III (AD) manages the customer experience with CDT ensuring the customer's request for services are defined and met in a timely manner. The DPM III (AD) works directly with CIOs, directorates, high-level IT and business managers, and system/application technologists to develop technology solutions for current and future IT needs in alignment with the State Strategic Plan.



If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and problem solving skills to work, this could be the position for you.

For a more complete job description, click on this link to view the Duty Statement:

[Data Processing Manager III](#)



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Who We're Looking For...

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Possess technical expertise on a wide range of IT subjects and CDT services.
- Mastery level communication (verbal and written) and presentation skills.
- Possess the ability to develop and maintain positive working relationships with external stakeholders.
- Possess excellent customer outreach skills including identifying potential new customers; follow-up with potential customers; and completing the outreach effort.
- Expert in defining business and technical requirements, evaluating plans and outcomes, and leading the development of IT documents.
- Expert in analyzing the direction of technology industry trends and the future impact to CDT services.
- Expert in determining how emerging technologies might enhance CDT's ability to meet future client needs.
- Ability to develop strategic alliances with customers in order to understand the IT services needed to meet customer business needs and identify service opportunities.
- Expert in requirements analysis principles, cost-benefit principles, researching customer requirements, and risk management techniques.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: De Ann / RPA #16-122
Inquiries: Alex Bessonov (916) 431-5476

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application, as well as your eligibility in the Explanations box; otherwise, your application may not be processed.

To be considered for the position of a **Data Processing Manager III** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

The Fine Print...

Applications will be accepted only from individuals currently at the **Data Processing Manager III** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

