STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
-
Digital Portfolio Manager

Requesting Agency Information

Department of Administrative Services
Bureau of Information Technology Solutions
Digital Services
450 Columbus Boulevard
Hartford, CT 06103

This is Us

The State of Connecticut is embarking upon a digital transformation to uplift the lives and well-being of our residents and employees. Our goal is to simplify and improve program and service access, making interacting with government easier. When you join the Connecticut Digital Service, you'll be part of a diverse and multidisciplinary digital team driving a once-in-a-generation transformation of government digital services, using fresh ideas and leading-edge technologies to create innovative, scalable, and user-centric digital solutions. If you enjoy solving complex problems with a curious, supportive, high-performing team, then the State of Connecticut is the place for you.

Is This You?

Strategic. You can define a compelling vision and design a measurable strategy to achieve progress and success.

Leader. You are decisive and know how to motivate cross-functional teams to build the right thing.

Product Execution. You thrive while planning, discovery, development, testing, and analyzing during the product lifecycle.

About the Role

The Digital Portfolio Manager will be responsible for assuring successful delivery of a portfolio of projects and programs with a team of digital product managers. Your team will lead cross-functional project teams focused in driving the end-to-end product lifecycle for features and products improving the State's online experience. In addition to leading the team, your role is to ensure your product managers achieve success for agencies and residents; delivering a product users love, need, and use.

Furthermore, the Digital Portfolio Manager will be expected run with the Governor's digital vision, and own outcomes through driving programmatic success. Doing so will create equitable outcomes across broad swaths of residents and vulnerable populations in the State of Connecticut. Investments in a digital government will be made in nearly every sector of Connecticut including economic development, workforce development, healthcare services, education, childcare, and transportation.

Experiences Required for This Role

Product Leadership - At least 3 years of experience and use cases with the following:
- Demonstrable experience in a portfolio management or project management role within a complex Digital or Change environment.
- Managing more than five customer-facing projects in parallel, each with their own individual product managers and teams.
- Supporting delivery of clear product and governance roadmaps.
- Portfolio planning (timelines, resource needs, funding needs, dependencies, etc.)
- Identifying, capturing (using portfolio management tooling), and managing inter-project dependencies.
- Ensuring where delivery is at risk, actions are in place to mitigate.
- Analyzing and identify risks and blockers using data you have gathered, experience, and insight to spot planning and delivery risks.
- Identification and prioritization of new work, ensuring it aligns to the department's digital strategy.
- Leading digital projects for programs the same size as Connecticut (80+ government entities, each with multiple programs, serving 3.6m residents).
- Providing expert insight and advice during the project setup process, including managing and prioritizing demand through the Digital Services, and ensuring resources are available to deliver.
- Ensuring project compliance with service and technology standards, and adherence to all governance and assurance activity for the Service Teams.
- Strong leadership and influencing skills, leveraging strategically built relationships across professional boundaries to lead and influence diverse senior stakeholders.
- Integration planning and dependency management including managing complex internal and external dependencies, identifying, and removing blockers.
- Vendor management.

Product Management – At least 3 years of experience and use cases with the following:
- Assembling and managing multi-disciplinary teams including UX, content, research, and development.
- Ideation, technical development, and launch of innovative digital experiences making it easier to find and utilize digital services.
- The creation and articulation of product roadmaps.
- Establishing regular cadence of using and embedding user research into product priorities.
- Own and prioritize product backlogs, balancing the requirements of service owners and business stakeholders.
- Translating product roadmap features into well-defined product requirements/user stories an acceptance test criterion.
- Enabling analytics-driven decision making to evolve products with appropriate reporting to understand overall performance and user satisfaction.
- Coordinate communication, escalate and facilitate resolution of risks, issues, and changes tied to the product backlog.
- Develop workplans, roadmap documents, and written reports.

Tech Leadership - At least 3 years of experience and use cases with the following:
- Ability to analyze multiple data sets and deliver complex messages with clarity and authenticity, being persuasive when required.

- Implementing enterprise standards (design, tech).
- Navigating complex governance regimes, identifying and managing constraints, and ensuring activities remain aligned to strategic priorities.
- Lead multi-disciplinary project teams for iterative deployment of new prototypes, software, and services.
- Establish continuous improvement/continuous delivery pipeline to continually improve products post-launch with based on customer satisfaction.
- Using of productivity and analysis tools to manage iterative delivery – JIRA, Google Analytics, Git Repository, MS TEAMS, Confluence.

Knowledge, Skills, and Ability

Product Management
- Managing demand and expectations
- Tracking delivery progress against roadmaps
- Ensuring inter-dependencies are visible and delivered
- Preparing and analyzing portfolio status reports
- Managing governance and assuring delivery of outcomes
- Supporting agile delivery teams in accelerating delivery
- Unblocking issues and ensuring proper controls and risk mitigation procedures are in place and across multiple projects

Performance in Complex Situations
- Communication and collaboration with state-wide partners
- Clearing challenges for team members
- Comfort in blazing a path through an ambiguous work environment
- Judgement fitting to the ever-changing environment
- Ability to juggle multiple project workstreams

Team Building
- Supporting teammates' skills and behaviors development and delivery
- A balance between strong domain expertise and flexibility
- Prioritization, organization, and triage in an independent environment
- Encouraging of an interactive, cooperative, collaborative, and customer-focused work environment
- Ability to maintain strict confidentiality
- Judgement in dealing effectively and diplomatically with all levels of government staff

Preferred Skills & Qualifications

Other Desirable Skills
- 2 years of user-centered design and/or service design
- 2 years of user research and analytics
- 2 years of management/supervisory experience
- Experience reporting to a Chief Digital Officer, or equivalent
- A recognized Portfolio or Project Management qualification such as:
  - ITIL v3 Foundation

- Management of Portfolios (Foundation & Practitioner)
- Prince2
- MSP Foundation & Practitioner
- APM PMQ (formerly APMP)
- PMI (Project Management Institute)

Administrative Considerations
[tbd]

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