



# City of Portland Digital Services Manager (Information Systems Manager II)

<b>SALARY</b>	\$138,174.40 - \$189,113.60 Annually	<b>LOCATION</b>	1120 SW 5th Ave, OR
<b>JOB TYPE</b>	Regular	<b>JOB NUMBER</b>	2024-00443
<b>BUREAU</b>	Bureau of Technology Services	<b>OPENING DATE</b>	04/22/2024
<b>CLOSING DATE</b>	5/6/2024 11:59 PM Pacific		

## The Position



**Job Appointment:** Regular, Full time

**Work Schedule:** Monday – Friday, 8am-5pm. Alternate schedule may be available.

**Work Location:** This position has an exception to work primarily remote. However, there will be instances when it is necessary to come onsite for work. Advance notice will be provided, when at all possible. Remote work must be performed within Oregon or Washington. For more information, [click here](#).

**Benefits:** Please check our benefit tab for an overview of benefit for this position

**Application Material:** Please click APPLY to submit your application via the City of Portland's online portal. You will need to attach a cover letter and resume.

### Position Summary

Join the City of Portland in a groundbreaking role as the Digital Services Manager for the eGov Digital Services Program. This position offers a unique opportunity to drive digital transformation across the city, enhancing public service delivery through innovative technology solutions. Working with a dedicated team and across the city, you will be at the forefront of creating meaningful change in the community, and within the city, leveraging your expertise to shape the future of digital services in the Portland government.

### In this role, you will:

- **Develop:** Craft a clear vision and strategic roadmap for the city's digital services program.
- **Lead:** Build and mentor a diverse team of product managers, designers, content creators and developers.
- **Manage:** Oversee a portfolio of digital products and services, aligning them with user needs and city goals.
- **Engage:** Establish strong relationships with city leaders, external partners, and community stakeholders.

- **Innovate:** Implement best practices in product development and uphold high standards in digital policy and governance.

**As a candidate, you are:**

- An **Innovative Leader**, comfortable with ambiguity and driven to pioneer new approaches in government digital services.
- A **Collaborative Communicator**, skilled in building consensus and fostering cross-functional teamwork.
- **Results-Oriented**, with a focus on delivering measurable outcomes and embracing continuous improvement.
- Committed to **Diversity, Equity, and Inclusion**, understanding its importance in building effective teams and services.
- Unwaveringly **Passionate** for making the lives of people better through good digital services.

**About the Team:**

The eGov Digital Services Program is on a mission to enhance the digital experience for both city employees and the Portlanders, contributing to enhancing service delivery with the help of technology. This dynamic environment is perfect for creative problem-solvers who are passionate about making a difference through technology. Whether it's developing user-friendly digital content, architecting resilient technical solutions, designing intuitive digital services, or leading the charge in digital product management, the eGov Digital Services team is all about improving lives with technology. Be part of a team where your work directly impacts the daily lives of the community, driving the city's digital evolution forward.

***The successful candidate must be able to pass a comprehensive police background investigation and be able to work in a culturally and gender diverse workplace.***

**Questions?**

**Jaclyn Snyder, Senior Recruiter**

Bureau of Human Resources

[Jaclyn.Snyder@portlandoregon.gov](mailto:Jaclyn.Snyder@portlandoregon.gov)

**To Qualify**

***The following minimum qualifications are required for this position:***

1. **Experience** successfully leading and managing product managers, designers, and software developers.
2. **Strong knowledge** in lean product development, agile methodologies, human-centered design best practices, and systems thinking.
3. **Ability** to effectively communicate at a high level with leadership and stakeholders, and at a technical detail level with product and software development staff.
4. **Experience** developing, implementing, and executing multiple product visions, strategic plans, and product roadmaps.
5. **Experience** as a product leader during organizational product process transformation, acting as a champion and facilitating a change in culture.
6. **Experience** as a product manager and achieving Objectives and Key Results (OKRs), with a proven track record of directly contributing to the successful outcomes of product initiatives.

***Applicants must also:***

- Pass a comprehensive police background investigation.

*Typically, these qualifications are met through 7+ years in digital product management and leadership roles. However, we encourage candidates who believe in their ability to contribute meaningfully to this role, even if their paths differ from traditional ones, to apply. The skill and background that you want to show is a strong ability to create meaningful digital*

*services and products and the ability to lead change. The City of Portland values diverse experiences and perspectives and is committed to creating an inclusive environment for all employees.*

## The Recruitment Process

### STEP 1: Apply online between **April 22, 2024 – May 6, 2024**

#### **Required Application Materials:**

- Resume
- Cover Letter
- Answer to three (3) Supplemental Questions (click on the Questions tab to preview the questions)

#### **Optional Application Materials:**

- Veteran documents to request for Veteran Preference (ex, DD214-Member 4, VA Benefit Letter, etc.)

#### **Application Tips:**

- Your cover letter should include details describing your education, training and/or experience, and where obtained, which clearly reflects your qualifications for each of the numbered items in the "To Qualify" section of this announcement.
- Your resume should support the details described in your cover letter.
- **Salary Range/Equity Pay Analysis:** Please note per the [Oregon State Pay Equity Law](#) your salary is determined based on the experience and education listed in your resume/application. It is strongly encouraged to include any transferable experience (paid or unpaid regardless of how recent) to ensure your offer is reflective of all directly related and equivalent experience.
- **Do not attach materials not requested.**
- All completed applications for this position *must be submitted no later than on the closing date and time of this recruitment.*
- All applications must be submitted via the City's online application process. E-mailed and/or faxed applications will not be accepted.

### Step 2: Minimum Qualification Evaluation: **Week of May 6, 2024**

- An evaluation of each applicant's training and paid and unpaid experience, as demonstrated in their resume and cover letter, weighted 100%.
- Your resume and cover letter will be the basis for our evaluation of your qualifications for this position. Incomplete or inappropriate information may result in disqualification.
- You have 14 days from the notice of the minimum qualification evaluation results to let us know if you like to review and discuss your evaluation result. Please read the [City of Portland Administrative Rule 3.01](#) for complete information.
- Additional evaluation may be required prior to establishment of the eligible list and/or final selection.

### Step 3: Establishment of Eligible List: **Week of May 13, 2024**

- Candidates who meet the minimum qualifications will be placed on the equally ranked eligible list.

### Step 4: Selection (Interview): **Late May/Early June**

- Hiring bureau will review and select candidates to interview.
- Please note, the selection process may take up to 90 days from the notification of being placed on the eligible list.

### Step 5: Offer of Employment: **June**

### Step 6: Start Date: **July**

- A start date will be determined after all conditions of employment have been met.

***\*Timeline is approximate and subject to change\****

## Additional Information

[Click here](#) for additional information regarding the following:

- Veteran Preference
- ADA, Pregnancy, and Religious Accommodations
- Work Status
- Equal Employment Opportunity

### Employer

City of Portland

### Address

1120 SW 5th Ave, Room 987

Portland, Oregon, 97204

### Website

<http://www.portlandoregon.gov/jobs>

## Digital Services Manager (Information Systems Manager II) Supplemental Questionnaire

### \*QUESTION 1

**Thank you for your interest in joining the team at the City of Portland. We sincerely value your time and hope to make your application experience as positive as possible.**

Your cover letter, and resume are an important step in the examination and selection process to assist us in determining if you possess the knowledge, skills, and abilities to succeed in the posted vacancy.

A lack of a complete and thorough information in your application materials to each of the qualifications listed in the To Qualify section may result in disqualification from the examination. The information you provide must accurately reflect what is documented in your work history/resume.

Your cover letter needs to specifically address all of the qualifications listed in the "To Qualify" section, they are required for this position. Please provide detailed examples for each qualification that specifically address the qualification(s). Saying "See resume", to any of the minimum qualifications may result in elimination from further consideration.

**If you are requesting veterans' preference, please be sure to indicate that you are a veteran and also upload a copy of your DD214 and/or Veteran's administration letter stating your disability. Veteran's preference documentation must be submitted by the closing time of this announcement.**

**Have you read and understood all of the information listed above?**

Yes

No

### \*QUESTION 2

**Where did you first learn about this job opportunity? (If on a website or job board, please specify which one)**

**\*QUESTION 3**

The City of Portland receives public records requests at times. Please indicate which response you find appropriate:  
(Answer will not disqualify you from the process)

- My application was submitted with the understanding that the City of Portland would keep the information confidential and would only disclose the information if ordered to do so. I would not have submitted this application without the promise of confidentiality.
- You may release my application; I am waiving confidentiality.

\* Required Question