

<https://www.governmentjobs.com/careers/franklindc/jobs/4002598/director-digital-experience>

# Director, Digital Experience

## Salary

\$110,000.00 - \$130,000.00 Annually

## Location

Columbus, OH

## Job Type

Full-Time

## Remote Employment

Flexible/Hybrid

## Job Number

202323

## Department

Technology Infrastructure

## Opening Date

05/26/2023

## Summary

APPLY NOW

> Interviewing June - July 2023

> Hiring July - August 2023

=====  
ABOUT FRANKLIN COUNTY DATA CENTER (FCDC)

Our "Data Center" name doesn't tell the whole story.

We're a team of 90+ people (up from 40 in 2019) providing a full stack of IT services to Franklin County agencies, who in turn support the 2.5M+ residents of Ohio's most dynamic economy and diverse community.

We deliver networks, server and cloud infrastructure, collaboration systems, live support, digital services development, tech procurement, security, and more.

Though we're proudly part of local government, our culture is not what you might expect. We actually think and act like a private IT services firm.

=====

## ABOUT THE GX FOUNDRY

This new Director role will work closely with the Chief Digital Officer (CDO) to lead and develop the GX Foundry – a new FCDC team using digital design, development, and platforms to build great Government Experiences (GX) for staff and the public.

**WHY:** Our ultimate goal is to help Franklin County teams build trust in their intentions and enable efficient and humane delivery of their services via digital platforms.

**HOW:** We design, build, and buy digital platforms that enhance services for County colleagues and residents, one human-centered experience at a time.

**WHO:** We are makers forging digital solutions for our customers. We don't tinker in an ivory tower or mass produce parts in a faceless factory – we craft code and compassionate processes in collaboration with real users.

## **Essential Duties and Responsibilities**

### JOB DUTIES

As a senior leader, you'll craft a broad vision for digital services built on GX principles and help managers and staff pursue vital goals via projects and daily operations. This requires firm work management in an Agile / Lean / Kanban mode, plus people leadership via clear communication, regular feedback, and fostering growth mindsets. Efforts include:

- > Collaborate with the CDO on GX Foundry strategy, priorities, and messaging, setting the framework for all work to follow; continuously refine our GX thinking, workflows, and customer value delivery
- > Drive a major transition from legacy apps to new digital platforms; outsource or shutdown two legacy mobile apps
- > Coordinate integration of a new low-code platform into our solution set, then launch agency-facing and public-facing apps, promoting the benefits and ROI of the new approach

- > Assist the new GX Concourse Manager with development of a 40+ agency migration from our legacy website CMS to an all-new, centralized public digital services platform
- > Develop build-vs-buy and ROI analysis standards; collaborate with PM/BRM teams on work intake, including proposals with estimates

## Qualifications

### CANDIDATE QUALIFICATIONS

#### EDUCATION

- > Preferred: Master's (6 years) degree in relevant field
- > Required: Bachelor's (4 years) degree

Relevant Work Experience years can be converted to formal Education years at a ratio of 2:1

#### CERTIFICATION

- > Preferred: Two (2) or more relevant certifications (e.g. software development, project management, Agile / Scrum / Lean / Kanban methodologies, UI, UX, CX, leadership, management, etc.)
- > Required: One or more relevant certification

#### WORK EXPERIENCE

- > Preferred: 7+ years of hands-on experience leading technology teams, ideally in digital services development, deployment, and maintenance, including 5+ years of proven technical team leadership / direct supervision
- > Required: 5+ years of technology team leadership and service delivery ownership, ideally managing managers, but including at least 3 full years of technical team leadership / direct supervision

=====

### JOB QUALIFICATIONS

We need a proven senior leader with a broad range of experiences and capabilities, covering these areas to build our GX capacity:

**WORK MANAGEMENT:** You've used Agile / Lean / Kanban / Scrum in leading project teams; you can take disparate tasks and assemble them into visual models to communicate goals, status, cycle time, and accomplishment. You can also guide staff in using those models while monitoring and coordinating work across multiple teams.

**PEOPLE LEADERSHIP:** You foster a growth mindset in colleagues and are a tireless student of leadership ideas. You garner loyal followers via clear communication and feedback, support for training, and a management style that challenges everyone to do their best work.

TECHNOLOGY CHOPS: You may not be a software developer, but you can fluently use terms like SDLC, UI, UX, MVP, SEO, SQL, CSS, HTML, BI, build-vs-buy, cloud, user journey, and product ownership. You can also diagram and present complex workflows and ideas. Bottom line: You can translate tech into positive digital experiences.

CUSTOMER SAVVY: In addition to tech talk, you effortlessly absorb client business needs and sell the value of process changes via private chats, formal presentations, or even ROI-focused spreadsheets.

=====

## WHY JOIN FCDC?

### WORK / LIFE BALANCE

- > Tech work can be stressful, but we balance that with flexible schedules, comp time, and 40-hour weeks, not insane hours.
- > We're a hybrid office with mixed on-prem and remote work, allowing both collaboration time and focused work from home.
- > We ensure your vacations are really vacations – no calls or emails or other interruptions while you're recharging.

### EXTENSIVE BENEFITS

- > Our healthcare plans are superior to what you'll find in the corporate sector. In short, we get more care for less money.
- > Retirement benefits are provided via OPERS with unparalleled contribution and matching rates. (Additional deferred comp available.)
- > Our generous sick time benefits are separate from vacation time and can be used for medical appointments, too.
- > We offer 6 weeks paid leave for new parents or other Family Medical Leave (FMLA) needs (after 1 year of service).

### CAREER DEVELOPMENT

- > We invest in your professional development with instructor-led training, conferences, certifications, a self-paced training library, and tuition reimbursement options.
- > Our digital services make an impact. Your work will support 5,000+ Franklin County employees providing vital public services to 2,500,000+ people across central Ohio.
- > You'll build an impressive resume for your next opportunity as you work on career-defining projects using the best IT industry solutions on the market.

### A SERIOUSLY GREAT CULTURE

- > This is your chance to join a growing team of creative designers and developers that are smart, entrepreneurial, supportive, and fun. Everyone says it. But we mean it.
- > We only hire smart people with a growth mindset and a desire to learn new things – especially from one another. No jerks.

> We have all the tools we need to be successful. We spend millions on top-tier infrastructure and contemporary software platforms, with active support to upgrade and expand when needed.

=====  
OUR HIRING PROCESS

> We review resumes and conduct initial informal calls with candidates that may be a fit; the calls

> We invite selected candidates to a first interview about technical skills, project work, and other experience; it's a panel format including staff and parallel managers

> We invite finalists to a second interview that expands on themes from the first interview (also a panel format)

> We want to identify our preferred candidates in June - July and formally hire in July - August, but every role is vital to our success, so we'll take extra time if needed

Employment contingent on background checks and drug testing

=====  
OUR HIRING TEAM

Check out FCDC on LinkedIn – it may spur a question or two.

<https://www.linkedin.com/company/franklin-county-data-center/>

Meanwhile, here are key people you may meet during chats about the job and our interviews:

John Proffitt - Chief Technology Officer (hiring manager)

<https://www.linkedin.com/in/jmproffitt/>

Trevor Cansler - Director, Enterprise IT

<https://www.linkedin.com/in/trevor-cansler-b0197629/>

Tasha Hyler – Chief Operations and Communications Officer

<https://www.linkedin.com/in/tasha-hyler-979794174/>

Kassy Franz - Chief People Officer (HR)

<https://www.linkedin.com/in/kassyfranztechrecruiter/>

Adam Frumkin - Chief Information Officer (FCDC CIO)

<https://www.linkedin.com/in/adamfrumkin/>

**Employer**

Franklin County Data Center

**Address**

373 S High Street, 9th Floor

Columbus, Ohio, 43215

**Phone**

614-525-7529

**Website**

<https://datacenter.franklincountyohio.gov/>