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Director of Digital Services

MDL IT Asst Director III

Recruitment #23-001640-0005

DEPARTMENT	LABOR - Family and Medical Leave Insurance
DATE OPENED	6/28/2023 11:10:00 AM
FILING DEADLINE	7/12/2023 5:00:00 PM
SALARY	\$93,919.00 - \$145,417.00/year
EMPLOYMENT TYPE	Full-Time
HR ANALYST	Ernestine Hyman
WORK LOCATION	Baltimore City

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Introduction

As the Digital Services Team, we set things in motion at FAML I. We make paid leave in Maryland possible by creating pathways for people to interact with our program, organizing the information we collect, and building ways for our team to provide the best possible service to the people we serve. In short, we turn ideas into digital realities. The Director of Digital Services leads the Digital Services Team, which is part of the Family and Medical Leave Insurance (FAML I) Division of the Maryland Department of Labor (MDOL).

Maryland's FAML I system makes sure all workers in Maryland have paid time off for medical and family reasons. We are building something new. As a digitally native government service, we are striving to make our program inclusive, simple, and easy to use. We're engaging the people who depend on us—workers, employers, caregivers, and insurers—to learn what they need. And we respond to these needs swiftly, respectfully, and meaningfully.

The Director of Digital Services will have the opportunity to build a team and create an entire ecosystem of digital services to fulfill the mission of FAML I. You'll lead a collaborative and energetic team of engineers, designers, product owners, and researchers who share a vision of delivering better digital services for government programs. You will be joining us at the very beginning of our journey to make FAML I a reality in Maryland and will be able to help chart our course. To do our best work as the Digital Services Team, we work with the FAML I service delivery teams, our community engagement and policy teams, and our Maryland Department of Labor colleagues. If you're ready to help lead these efforts by creating a compelling and actionable vision for FAML I's digital services, developing an entire ecosystem of technology solutions to fulfill that vision, and coordinating multiple matrixed and collaborative teams, this is the role for you.

This is a Management Service position and serves at the pleasure of the Appointing Authority.

GRADE

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LOCATION OF POSITION

Remote work options are available for this position. If hired, this position must be available to attend in-person meetings in Baltimore on a regular basis. If in-person work is preferred, the location is: 1100 N. Eutaw Street, Baltimore, MD 21201.

Main Purpose Of Job

This position will build an IT Team and create an entire ecosystem of digital services and solutions to fulfill the mission of the Division of Family and Medical Leave Insurance (FAML I). This position will help lead these efforts by creating a compelling and actionable vision for implementing FAML I's digital services, developing an entire ecosystem of technology solutions to fulfill that vision, and coordinating multiple matrixed and collaborative teams.

We're looking for someone who will:

- Develop a compelling and actionable vision for FAML I's digital services
- Put together a team and execute a plan to build out the entire ecosystem of digital technology solutions for FAML I
- Lead the development of a portfolio of products supporting paid leave in Maryland, including hiring both individual staff and vendors, directly managing people, coordinating vendor teams, and driving a portfolio-level roadmap
- Ensure healthy and robust communication both within the portfolio and with stakeholders outside the portfolio
- Establish and uphold excellent product development practices throughout the portfolio, including iterative product management, human-centered design, modern software development, DevOps, and data engineering
- Work with leadership to shape digital policy in order to more efficiently and effectively deliver benefits to Maryland residents
- Work with your colleagues across the FAML I Division to continuously improve how we work

You'll fit right in if:

- You value autonomy in your work, strive to achieve mastery in your field, and are energized by a mission-driven organization
- You're a strong and inclusive leader who works well with people
- You're an excellent collaborator who has a history of collaborating with non-technical peers and patiently and cheerfully explaining the ins and outs of product development to them
- You know how to effectively manage teams who have potentially conflicting incentives
- You're an organized person who has experience coordinating complex projects

- You're great at delegating ownership to capable people
- You've got a tried-and-true approach to coordinating multiple development teams in the same ecosystem
- You're on top of modern software development best practices and have contributed in environments where product managers, human-centered designers, user researchers, and software developers all collaborated
- You've got strong core product management skills and know how to set an actionable enterprise level vision.

POSITION DUTIES

Duties of this position include but are not limited to:

Develop a compelling and actionable vision for FAMLl's digital services

Assemble a team and execute a plan to build out the entire ecosystem of digital technology solutions for FAMLl. Lead the development of a portfolio of products supporting paid leave in Maryland, including hiring both individual staff and vendors, directly managing people, coordinating vendor teams, and driving a portfolio-level roadmap. Ensure healthy and robust communication both within the portfolio and with stakeholders outside the portfolio.

Establish and uphold excellent product development practices throughout the portfolio, including iterative product management, human-centered design, modern software development, DevOps, and data engineering. Work with leadership to shape digital policy in order to more efficiently and effectively deliver benefits to Maryland residents. Work with colleagues across the FAMLl Division to continuously improve business processes.

Worked iteratively with users of digital products to build out, improve, and maintain those products. Demonstrated a commitment to human-centered design principles in all their work by employing modern software development practices that center user experiences and use an iterative approach to product development. Develop a strategic vision for digital services to meet users' needs. Led a team or maintained ownership of core product areas within matrixed teams.

MINIMUM QUALIFICATIONS

Experience:

Seven (7) years of experience working iteratively with users of digital products to build out, improve, and maintain those products. Experience leading multi-disciplinary teams to translate an enterprise-level vision into a smooth and continuous delivery.

DESIRED OR PREFERRED QUALIFICATIONS

The ideal candidate should bring:

Strong decision-making and prioritization skills

Experience leading multi-disciplinary teams to translate an enterprise-level vision into a smooth and continuous delivery.

Knowledge and experience with project management methodologies, principles, and processes · Experience building alignment with stakeholders A strong understanding of the elements of leading a team on agile projects with agile rituals and ways of working (scrum, kanban, etc.)

A history of having generated creative ideas to complex problems and followed through on the implementation of solutions.

An ability to communicate effectively with technical and non-technical stakeholders, cross-functional teams, and across business lines.

A demonstrated a commitment to human-centered design principles and an iterative approach to product development.

SPECIAL REQUIREMENTS

All candidates are subject to a background check against files maintained by the Division of Unemployment Insurance (Labor/DUI) to determine whether any monies are owed to Labor/DUI as a result of unemployment insurance overpayment/fraud. Any unpaid debt may have an impact on whether or not a candidate is offered employment.

SELECTION PROCESS

Applicants must provide sufficient information on the application to show they meet the qualifications for this recruitment.

All information concerning the qualifications, including any required documentation (diploma, transcript, certificate, etc.) must be submitted and received by the closing date. Information submitted after this date will not be considered. Applications that meet minimum and/or selective qualifications will be referred to the hiring unit for interview selection. Units will select those candidates most closely demonstrating the qualifications for interview.

You may submit a resume with your application.

EXAMINATION PROCESS

The assessment may consist of a rating of your education, training, and experience related to the requirements of the position. It is important that you provide complete and accurate information on your application. Please report all experience and education that is related to this position.

BENEFITS

This is a full-time, permanent position and eligible for full State benefits, which include:

Flexible hours and hybrid teleworking

Paid holidays 12-13 per year

Generous paid leave package (annual, sick, personal and compensatory leave)

State Pension ("defined benefit" plan)

Tax-deferred supplemental retirement savings plans (401(k) and 457)

Free parking

Comprehensive, subsidized health, dental and prescription plans with little to no deductibles, free generic prescriptions, and free preventative health services

Flexible Spending Account plans for Health Care and Daycare

State Employees Credit Union

To learn more, please click this link:

[STATE OF MARYLAND BENEFITS](#)

FURTHER INSTRUCTIONS

U.S. Military Veterans may qualify for additional bonus points towards certification. Any job offer will be contingent on the candidate providing a U.S. Military form DD 214 verifying honorable discharge from service prior to starting employment (and may be requested prior to interview). Permanent State employees do not need to submit proof of Veterans' status.

If you are unable to apply online, or encounter difficulty attaching required or optional documentation, you may submit via mail or deliver in person. Please be sure to include your name, identification number (Easy ID#) and job announcement number on any documentation to ensure timely processing.

PLEASE DO NOT FAX OR EMAIL UNSOLICITED DOCUMENTATION

Completed applications, required documentation, and any required addendums may be mailed to:

MDOL Office of Administration

MDCOE Office of Administration
Attn: **23-001640-0005**
1100 N. Eutaw Street, Rm. 101
Baltimore, MD 21201

[The MD State Application Form can be found online](#)

For additional information, please contact Ernestine Hyman at 410-230-62987 or via email ernestine.hyman1@maryland.gov.

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