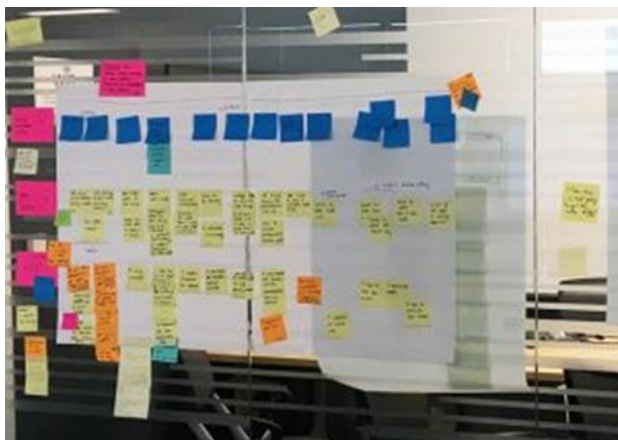# CWDS Seeks Service Desk Manager

State Classification: Data Processing Manager II

Child Welfare Digital Services is looking for an experienced Service Desk Manager, classified as a Data Processing Manager II. The position includes the opportunity to work on a wide variety of technologies while providing support to the Office of Systems Integration, Child Welfare Digital Services (CWDS) project Service Desk unit.

The newly created Service Desk Manager position has been established to plan, organize, and oversee the efforts of the service desk team that will support the new system used by county social workers across California. The selected candidate will be responsible for leading the day-to-day operations of the Service Desk, delighting our end users, and meeting or exceeding service levels. The Service Desk Manager will effectively communicate with customers, solve problems and work in a fast-paced environment. The candidate must be able to manage their time effectively and work independently with minimal supervision.

Be a part of California's largest, most innovative project, the spotlight of national focus as government changes the way it does business.

See page 2 for how to apply.

Desirable Qualifications

- In depth knowledge of Service Desk systems and best practices
- Strong decision-making and problem solving skills
- Experience leading teams made up of state, consultant, and contractor personnel in a government setting

More

Our Background

The goal of CWDS is to design and develop a suite of web applications to replace the legacy mainframe-based Child Welfare Services Case Management System. As California's premiere technology project utilizing Agile methodology, CWDS is embarking on a groundbreaking initiative based on the principles of user-centered design and iterative development. CWDS leverages **open source technology** including **Java, Ruby on Rails, PostgreSQL,** and **AWS elastic cloud infrastructure**.

All code produced by the project is licensed as open source. In late 2015, state executives designated CWDS a "demonstration project" after cancelling its planned "monolithic" procurement of a single implementation vendor in favor of a modular approach, modeled after successful practices found in the private sector. The project has already surpassed expectations by delivering its first software release in March 2017, months before the originally planned Request for Proposal (RFP) indicated.

How to Apply

Step1: You must first establish a **CalCareer Account.**

Step 2: Qualify **here** if you are not already on the eligbility list for a Data Processing Manager II.

Step 3: Follow the directions to apply electronially, online **here.**

Human Resources Contact:
(916) 263-1718
OSIWorks@osi.ca.gov

Why CWDS?

The CWDS team, while working in an Agile environment and using the principles of user-centered design, collaborates directly with its end users and instills creativity, constant feedback and innovative thinking. At the same time, we are producing functionality in product faster than the typical waterfall type environments seen throughout state service.

In its recently completed innovative and newly designed office space, CWDS employees enjoy working in a modern, open concept environment with many collaborative features. We are located about 10 minutes north of downtown in Natomas with open trails for walking or biking, showers and lockers, free parking and easy access to I-80, I-5 and the Sacramento International Airport.

Be a part of this exciting team working on a groundbreaking initiative to design a new high profile system that promotes the safety and well-being of children in California.