

Deputy Director
EDDNext Branch/CEA Level C
Employment Development Department

Under the administrative direction of the Directorate, the Deputy Director, EDDNext will be the full time product owner of the EDDNext project. The Deputy Director will advise the Technical Director and Business Director on how to reduce and mitigate project risks.

- 30% The Deputy Director will set policies surrounding the major drivers of the claimant experience including but not limited to: top transactions, referral sources, bounce rates, drop-offs at account creation, drop-off during the application process, clicks on help icons, error pages, language needs, percentage of initial claims received on paper and via telephone, messages received from potential claimants via web correspondence and AskEDD, calls received through the call centers, comments made on social media, call center selections, usability testing results, and accessibility testing results.
- 25% The Deputy Director will create, maintain, and implement policies surrounding entirely new benefit programs such as the emergency federal Pandemic Unemployment Assistance program passed during the pandemic. The Deputy Director will be the primary policy maker for all transformation services, including providing leadership and support services across all the EDDNext Modernization workstreams:
- 20% Organizational Transformation Governance Services: Develop, conduct, and coordinate a tailored governance framework necessary to make effective decisions on issues that arise. This includes establishing key aspects of governance, executive, program, architecture, and data.
- 15% Organizational Change Management Services: Create, maintain, and implement policies surrounding roles and responsibilities needed to support new capabilities/service delivery models and establish a program to support staff through changes in process, structure, and expectations. This includes internal and external communications strategies to support stakeholders.
- 10% The Deputy Director will be responsible for ensuring EDDNext is a customer centered experience for claimants and EDD staff built upon modernized services and infrastructure. The Deputy Director will ensure the EDDNext modernization accomplishes:
- Implementation of all priority capabilities and enhancements
 - Improvement of customer and staff experiences
 - Integrated data management
 - Decrease in risk of continued fraudulent activity