



# Notice of Job Vacancy

<b>Posting #:</b> 2023-124		<b>Issue Date:</b> 5/10/2023		<b>Closing Date:</b> 7/7/2023	
<b>Title:</b> Product Delivery Administrator/Officer (Government Representative 2)		<b>Range/Title Code:</b> X98/55013		<b>Salary:</b> \$133,750 - \$143,750	
<b>Unit Scope:</b> Statewide Public/Private		<b>Location:</b> Office of Unemployment Insurance Modernization, 1 John Fitch Plaza Trenton NJ		<b>Workweek:</b> 35	<b># Vacancies:</b> 1

## Job Description

### Our Team

The State of New Jersey Department of Labor and Workforce Development, in collaboration with the New Jersey Office of Innovation, is looking for diverse and experienced team members to build a claimant-focused, integrated Unemployment Insurance system resilient to significant and catastrophic periods, such as climate events and the pandemic, when New Jerseyans need the system to work at its best. The team is charged with building this next generation system in collaboration with colleagues across New Jersey, experts in academia and the private sector, and federal partners, to enable us to address barriers at their source, starting with equity at the core, and serve as a model where concepts can be rapidly tested, learned from, implemented, and improved upon using proven practices. The team reports directly to the New Jersey Commissioner of Labor and operates with the support of the Governor and Administration, Chief Innovation Officer, and other senior leadership. The team uses data-driven, agile, and human-centered and equitable design practices spanning technology, process, policy, and people to deliver holistic solutions that are needed to transform the Unemployment Insurance system and experience.

### Background

Under direction of the Commissioner’s Office, the Office of Unemployment Insurance Modernization (OUIM) is charged with building the system of the future in collaboration with colleagues across New Jersey, experts in academia and the private sector, and federal partners, to enable us to address barriers at their source, starting with equity at the core, and serve as a model where concepts can be rapidly tested, learned from, implemented, and improved upon using proven practices. The team will use data-driven, agile, and human-centered and equitable design practices spanning technology, process, policy, and people to deliver holistic solutions that are needed to transform the Unemployment Insurance system and experience.

### The Mission and Opportunity

New Jersey is embarking on a comprehensive effort to improve the experience of receiving unemployment insurance benefits, modernize the case management and technology systems underpinning the UI program, and improve the equity of outcomes for all NJ residents. This effort encompasses multiple efforts, including NJ’s selection as a key strategic partner to the US Department of Labor and the federal Office of Management and Budget, NJ DOL’s application for equity grant funding from US DOL, and multiple state-level projects. This combined effort is unique in the number of areas it seeks to improve, the level of partnership between the state and federal government, and availability of funding to make critical improvements to the process. The effort will follow modern practices of agile, iterative development and human-centered design and involve close collaboration across all functions, including policy, customer experience, data, and product development. The new system will be developed using modular components that enable discrete functions involved in the end-to-end processing of Unemployment Insurance claims, serving the almost 5 million people in the NJ workforce.

As part of its efforts to modernize and improve unemployment insurance services, the State of New Jersey is seeking a Product Delivery Administrator/Officer. The primary role of this position is to effectively manage and coordinate the delivery of work effort to reimagine, redesign, and rebuild the unemployment insurance benefits system with equity as a core principle, following a modern, iterative approach.

Key objectives for this role include:

- Develop and iteratively deploy enhancements to and replacements of existing unemployment insurance systems, applying modularity and human-centered design.
- Lead development of product roadmaps and implementation; measure product progress toward goals.
- Manage and direct highly complex and innovative technology and people projects to deliver products, platforms, and services to the agency and public.
- Deliver constant and meaningful improvements to unemployment insurance initiatives through implementation of Digital Service Playbook and other guides for development of systems and processes.
- Translate data insights into actionable items.
- Make tactical decisions to improve design, define requirements and generate stakeholder buy-in for desired path forward.
- Build and manage a technical team of internal staff and external agile software development teams, to meet timely and robust product delivery; provide coaching, mentorship and professional development opportunities; support employee well-being.

We are seeking individuals with the following experience, skills, and abilities:

Core Competencies

- Familiarity with public benefits or public facing programs.
- Experience creating product vision, strategy, and roadmaps.
- Experience developing and managing complex projects that involve delivery of digital products or services and include multiple stakeholders.
- Ability to analyze data to identify key findings and priorities, which in turn inform process and drive solution design.
- Strong project and change management skills with focus on coalition building and timely product delivery.
- Experience with strategic planning and tactical execution.
- Proven ability to achieve business objectives.
- Ability to work with a team as well as independently.
- Self-starter, who can work and perform comfortably in a fast-paced dynamic environment managing multiple initiatives.
- Experience in iterative improvement resulting in enhanced quality, timeliness, and customer satisfaction.
- Excellent communication and management skills to maintain positive relations with internal stake holders and leadership.

The Department of Labor and Workforce Development (DOL) provides many benefits to employees to acknowledge and value their contribution. Statewide benefits include health insurance, pension, Flexible Spending Accounts (FSA)/Health Savings Accounts (HSA), life insurance, deferred compensation and more. The DOL also provides tuition reimbursement (after nine months of employment), a higher education program, the Public Service Loan Forgiveness (PSLF) and Temporary Expanded PSLF (TEPSLF) Programs, and employee training. The DOL also provides options for participation in the Telework, Alternate Workweek or Flextime Programs pursuant to the Department's policy

### Civil Service Commission Requirements (Education/Experience/Licenses)

**EDUCATION:** Bachelor's degree required (Master's degree preferred)

**EXPERIENCE:**

- 5+ years' experience, including 2+ years of experience in customer-facing technology or project/product management
- Experience with modern software development principles
- Experience managing integration and delivery of new technologies, from idea through development and launch
- Highly effective communication and presentation skills, with experience presenting to various stakeholders and leadership
- Proven analytical and coalition-building skills
- Product delivery leadership within a government space preferred

**RESUME NOTE:** Eligibility determinations will be based only upon information presented on the resume along with other supporting documents. Applicants who possess a degree from a college or university outside the United States must provide an evaluation of the transcripts from a recognized evaluation service at the time of submission. Failure to do so may result in your ineligibility.

**LICENSE:**

Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

**SAME APPLICANTS:** If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml> , email: [SAME@csc.nj.gov](mailto:SAME@csc.nj.gov) , or call CSC at (833) 691-0404.

### TO APPLY for this Position

If you qualify and would like to be considered, **submit a letter of interest and your resume (including daytime phone number and email address)** to the person and email address listed below. You **must** submit your response by the closing date shown above and include the Posting number.

**EMAIL:**

Human Capital Strategies  
Recruitment Unit

[LWDJobPostings@dol.nj.gov](mailto:LWDJobPostings@dol.nj.gov)

\*Subject line must specify complete job posting number

This is not a promotional announcement for a Civil Service Examination.

This posting may result in personnel actions which will require final approval by the Department of Labor and Workforce Development and the Civil Service Commission in accordance with Civil Service Commission rules and regulations.

**This job posting is authorized by the Department of Labor and Workforce Development, Division of Human Capital Strategies.**

- Newly hired employees must agree to a thorough background check that may include fingerprinting.
- Any appointments made from postings which involve movement between unit scopes, may result in a forfeiture of rights to any promotional list in a former unit scope.
- As of September 2010, in accordance with N.J.S.A. 52:14-7, the “New Jersey First Act,” all new employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey, or to secure an exemption.
- Work Authorization: Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations. NJDOL does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

The New Jersey Department of Labor and Workforce Development is an Equal Opportunity/Affirmative Action Employer.

New Jersey Department of Labor and Workforce Development  
**PERSONAL RELATIONSHIPS DISCLOSURE STATEMENT**

In accordance with the Uniform Ethics Code adopted by the NJ State Ethics Commission and the State Policy Prohibiting Discrimination in the Workplace, the New Jersey Department of Labor and Workforce Development (NJ DOL) requires the disclosure of all relatives, consensual personal relationships, and cohabitants. No NJ DOL employee may supervise or exercise any authority with regard to personnel actions involving their relative, anyone with whom there is a consensual personal relationship, or anyone with whom they cohabit.

**Relative** means an individual's spouse/domestic partner/civil union partner<sup>1</sup> or the individual or spouse's/domestic partner's/civil union partner's parent, child, brother, sister, aunt, uncle, niece, nephew, cousin, grandparent, grandchild, son-in-law, daughter-in-law, stepparent, stepchild, stepbrother, stepsister, half-brother or half-sister, whether the relative is related to the individual or the individual's spouse/domestic partner/civil union partner by blood, marriage or adoption.

**Consensual personal relationship** means marriage, engagement, dating or other ongoing romantic or sexual relationships.

**Cohabitant** means non-related persons who share a household under circumstances where there is financial interdependence.

The New Jersey Department of Labor and Workforce Development requires the disclosure of all relatives and consensual personal relationships to be promptly reported directly to the Division of Human Capital Strategies (HCS) - **Director's** Office. Confidentiality shall be maintained to the extent possible and practicable. This information may be shared with NJ DOL's Equal Employment Opportunity Office **and/or** the NJ DOL Ethics Office as deemed necessary. Upon receiving notice of the relationship, HCS may address any situation as necessary in consultation with the EEO Office and/or the Ethics Officer. This may include, but is not limited to, the changing of reporting relationships or transferring any of the employees involved. Failure to provide notification to HCS may result in discipline up to and including termination and the denial of legal representation and indemnification by the State in the event that a lawsuit is filed having a connection with a personal relationship. Employees are under a continuing obligation to promptly report personal relationships that develop during the course of their employment.

**I DO NOT** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development.

**I DO** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development identified as follows:

Name	Relationship	Division and Work Location

**Do you need more space for disclosure?**  Yes  No **If YES, continue writing on the back of this form.**

I certify that the information on this form to the best of my knowledge and belief is true, complete and accurate. I understand that any misleading or incorrect information, willful misstatement, or omission of a material fact, may be just cause for disciplinary action up to and including termination. I understand my obligation to promptly report personal relationships that develop during the course of my employment.

Applicant/Employee's Name (Print) \_\_\_\_\_

Applicant/Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

<sup>1</sup> Domestic Partner as defined in NJSA 26:8A-1 et. seq. and Civil Union status as defined in NJSA 37:1-28 et. seq.