



State of California

Office of Data and Innovation

401 I Street Suite 200, Sacramento, California 95814

Duty Statement

☐ Current ☒ Proposed

Item	Position information
Office/Department	Office of Data and Innovation (ODI)
Unit/Section	CalInnovate/ Innovation Lab
Classification	Senior Product Manager
Working title	Senior Product Manager
Position number	418-100-9452-xxx
Prepared date	09-24-2026
Effective date	TBD
Name	Vacant

General Statement

Under the administrative direction of the Lead Product Manager, the Senior Product Manager leads the delivery of the Innovation Lab, a new ODI consulting service that applies user research, human centered design, and product strategy to help state departments define problems, document gaps, identify priorities, align stakeholders, reduce complexity and risk and make data-informed decisions.

The incumbent sets the vision and strategy for Lab engagements, drives an iterative, agile approach to delivery, and ensures effective, high-quality delivery of findings and recommendations grounded in departments' operational realities and constraints.

The incumbent leads a dedicated, multi-disciplinary and cross-functional team composed of a user researcher, service designer, data strategist, technical strategist, and project manager, and serves as the main point of contact for departments.

The incumbent plays a significant role managing and communicating with stakeholders across state government and working with the ODI Directorate to develop priorities and practices pertaining to engagements, strategic planning, program delivery, and the ongoing development of the Innovation Lab service.

Essential Functions

Percentages	Description
40%	Engagement Design and Delivery • Lead and manage the dedicated, cross-functional, multi-disciplinary Innovation Lab team to design and deliver Innovation Lab consulting engagements ensuring integration across user experience, service design, data, and technical workstreams, in coordination with the Deputy Director, User Research. • Support and inform the intake and assessment process for Innovation Lab engagements, including reviewing department submissions, developing evaluation documentation and presenting recommendations to ODI leadership. • Translate complex department problems into structured scopes of work, goals, milestones, and deliverables to give each newly accepted engagement clear and achievable objectives. • Guide qualitative and quantitative research and discovery to understand and document current-state business processes, user needs, organizational constraints, data and technical systems, gaps, trade-offs, to produce evidence-based recommendations grounded in departments' operational realities. • Manage the development and delivery of Innovation Lab engagement deliverables to ensure they are clear, actionable, and tailored to context, to meet scheduled milestones. • Contribute to the vision, strategy, roadmap, and service design of the Innovation Lab, including assessing and evaluating potential engagements for fit and impact, backlog grooming including prioritization and sequencing, using qualitative and quantitative data to assess and track Innovation Lab service performance and prioritize continuous improvements to Innovation Lab methods, tools, templates, and playbooks. • Advocate for user needs and equitable, inclusive services with technical, data, communications, and leadership stakeholders across state government, to keep engagement outcomes centered on Californians, throughout each engagement. • Advise ODI leadership on strategic questions, high-level prioritization, team growth needs, and opportunities to align the Innovation Lab service model with ODI priorities and partner department needs.
30%	Engagement Delivery • Set delivery cadence and priorities and drive an iterative, agile approach that builds momentum, shows progress, and informs continuous improvement for the Innovation Lab service. • Own the engagement backlog, define milestones and goals into sprints, and set day-to-day priorities, using tools like Asana, Coda and Airtable for the Innovation Lab team. • Develop and maintain engagement plans that include scope, schedule, quality, organization, communication, and staffing, to keep engagements on track and resourced, using project planning tools for the Innovation Lab.

Percentages	Description
	- Facilitate team norms and practices including stand-ups, backlog grooming, sprint planning sessions, and retrospectives for the Innovation Lab team. - Establish clear roles, expectations, and deadlines, to build trust and accountability, using regular team check-ins and other norms. - Identify and facilitate potential ODI Innovation Lab engagement off-ramps including vendor demos and market research, CalAcademy training, or CalData follow on projects. - Create a team environment in which people with diverse skills and styles can thrive together.
25%	Stakeholder Management and Decision Facilitation - Manage ongoing communication with partner departments as their designated point of contact, to build trust in the Innovation Lab service, and keep stakeholders aligned, using structured communication and relationship-management practices throughout active engagements. - Present Innovation Lab findings and recommendations to a variety of audiences, including executive leadership and other decision-makers, to enable evidence based decisions, using briefings and presentation materials, at engagement milestones and close. - Translate and facilitate between perspectives and misalignment, and guide the Innovation Lab team and stakeholders through key decisions and blockers to maintain momentum and resolve competing priorities. - Contributes to project pipeline development including building awareness of and interest in the Innovation Lab service with departments and stakeholders across state government. - Attend regular meetings within ODI to ensure Innovation Lab work is strategically aligned across multiple teams.

Marginal Functions

%	Description
5%	Perform other staff assignments as appropriate and required

Supervision Received

The Senior Product Manager will report to the Lead Product Manager. The Senior Product Manager may receive direction from the Deputy Director, User Reacher on work related to Innovation Lab.

Supervision Exercised

Provides lead direction and day-to-day work coordination to the multi-disciplinary, cross-functional Innovation Lab team.

Working Conditions

The employee regularly works in an indoor and climate-controlled office setting under artificial light. The employee's workstation is located in Sacramento, Oakland, Los Angeles, or San Diego, and is equipped with standard or ergonomic office equipment. May sit for an extended period using a keyboard and video display terminal. Based on departmental or operational needs, the employee may have a teleworking option. Occasional travel may be required to any field office, including meetings in Sacramento, offsite, conferences, and/or training classes. On occasion, may require flexible work schedules, including some evening hours to complete assignments, meet deadlines, and provide support to the Directorate.

Attendance

Must maintain regular and acceptable attendance at such a level as is determined ODI's sole discretion. Must be regularly available and willing to work the hours the department determines are necessary or desirable to meet its business needs.

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. *(If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

A Reasonable Accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of their job or to enjoy an equal employment opportunity.

Duties of this position are subject to change and may be revised as needed or required.

Employee Signature	Employee Printed Name	Date

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

Supervisor Signature	Supervisor Printed Name	Date