

CalSAWS Job Description

Release Management and Delivery Governance Director

Salary Determined by Employer
RGS Salary Range:
\$11,795.69 - \$16,937.04 Monthly

JOB DESCRIPTION

The Release Management and Delivery Governance (RMDG) Director owns enterprise-wide release management and delivery governance so CalSAWS and BenefitsCal ship safely, predictably, and transparently. This role establishes consistent readiness gates, evidence standards, deployment discipline, and post-release learning across multiple projects and vendors.

This role owns the 'HOW and WHEN we ship downstream: release calendar, release packaging, readiness gates, go/no-go discipline, cutover orchestration, stabilization, and release metrics. Releases are deployment vehicles that include deliverables from multiple projects; this role partners with the Project Delivery Office (PDO) for project-to-release traceability, dependency visibility, and decision transparency.

RESPONSIBILITIES

- Own the enterprise release calendar, deployment windows, freeze periods, and release communications standards.
- Define and enforce readiness gates, including system testing completion and county validation/UAT sign off, (entry/exit criteria, evidence packages, defect thresholds, rollback readiness, runbooks, training/comms readiness).
- Package release scope across multiple projects; ensure each release item is traceable to a project owner and intended outcome (in partnership with PDO).
- Run the go/no-go process and cutover orchestration; ensure operational readiness and stabilization windows are planned and staffed.
- Establish a clear emergency change path (as governed), including criteria for expedited fixes and required evidence.
- Drive release quality and stability metrics (e.g., success rate, defect leakage, emergency fixes, change failure rate) and continuous improvement through PIRs and corrective actions.
- Partner with CIO delivery leaders to operationalize vendor accountability for readiness artifacts, quality standards, and corrective actions.
- Ensure consistent governance across CalSAWS and BenefitsCal: common gate expectations, evidence discipline, and post-release learning—even if the underlying release cadence differs..

Key Partners & Interfaces

- BenefitsCal Director: accountable for BenefitsCal release readiness evidence, cutover/stabilization staffing, and vendor deliverables; retains authority over BenefitsCal roadmap/priorities. Release Director enforces enterprise gates and coordinates go/no-go.
- PDO: intake discipline, decision log, dependencies, project-to-release traceability, and reporting cadence.
- Chief Information Officer: delivery and operations leaders: execution readiness, operational accountability, incident/problem management integration, and vendor performance management.
- Chief Technology Officer and Security leaders: standards/guardrails for high-risk changes, required reviews/approvals, and exceptions as needed.

CalSAWS Job Description

- Customer Engagement: county-facing release readiness and communications coordination, validation of operational change impacts, and feedback loop on post-release issues, adoption and stabilization.
- Product Strategy & Policy Design: validate intent/acceptance readiness for CalSAWS core items; align communications and phasing implications.
- Vendors: readiness artifacts, quality standards compliance, cutover participation, and corrective actions delivery.

MINIMUM QUALIFICATIONS

- A bachelor's degree from an accredited college or university or experience in lieu of;
- Have seven (7) years' progressively responsible, full-time, paid experience in a centralized Information Technology organization, performing information systems analysis and design, application development (five years desired), and at least two (2) years in a managerial assignment;
- Senior leadership experience in release management, service delivery governance, SDLC governance, or large-scale enterprise delivery environments.
- Demonstrated ability to implement readiness gates, go/no-go discipline, and deployment orchestration across multiple vendors/teams.
- Strong metrics orientation (quality, stability, change success) and ability to drive continuous improvement through evidence and corrective actions.
- Executive-level communication and escalation skills; able to hold firm on gates while maintaining trust and forward momentum.
- A general understanding of the California welfare landscape, including the role counties play in administering and delivering these programs.

CORE COMPETENCIES

- Release governance and readiness discipline
- Evidence-based decision making and risk management
- Cross-team orchestration and escalation management
- Vendor accountability and quality enforcement
- Operational maturity and continuous improvement

IDENTIFICATION:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

2 - Light.

LOCATION:

This is a hybrid role. Applicants need to be in the commutable Greater Sacramento Area.