

JACK MCDOWELL

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Technology Executive | Public Sector Operations | Portfolio Risk | Procurement, PMO & Digital Government

EXECUTIVE PROFILE

Enterprise technology and operations leader with 8+ years in Oregon Enterprise Information Services / Office of the State CIO. Known for turning statewide technology governance into measurable operating systems: procurement SLAs, capacity planning, PMO risk hygiene, billing/AP controls, vendor accountability, QA standards, executive reporting, and cross-agency delivery discipline. Led oversight of 30+ major technology investments, 10 independent quality vendors, 250+ digital government services, and public-sector technology programs ranging from \$5M statutory-threshold projects to enterprise investments in the hundreds of millions.

SIGNATURE METRICS

30+ Major IT projects Enterprise portfolio oversight	10 iQMS vendors Vendor pool management	\$5M-\$100M+ Project range High-risk technology investments
250+ Online services Oregon.gov digital ecosystem	15-20 New services/year Digital government onboarding	\$1M Operational spend Admin and technology operations
\$250K Procurement authority Delegated purchasing compliance	Unlimited Microsoft authority Enterprise license authorization	5 Publications AI, accessibility, quality, acquisition

OPERATING OUTCOMES

- Rolled out agencywide resource capacity tools, giving leadership better visibility into portfolio staffing constraints and reducing resource-driven delivery risk.
- Rolled out PMO risk and issue training that moved teams away from stale risk lists toward actionable risks with owners, dates, mitigation plans, escalation paths, and stronger KPI visibility.
- Built procurement and contract management capability, replacing ad hoc request handling with repeatable intake, review, authorization, documentation, SLA tracking, and compliance routines.
- Improved procurement SLA performance by clarifying routing, delegated approvals, process ownership, required documentation, and state procurement law/policy checkpoints.
- Kept billing and accounts payable current through billing-system API connections, reconciliation routines, and follow-up controls; maintained on-time billing and prevented AP collection/escalation issues.

PROFESSIONAL EXPERIENCE

Administrative Services Director (Rotational Assignment) / Business Administrator | State of Oregon - Enterprise Information Services, Office of the State CIO | Salem, OR | May 2024 - Present

- Serve as senior administrative operations leader for EIS functions spanning procurement, contracts, billing/accounts payable, administrative services, Microsoft authorization, EPMO support, independent quality management services, and operating governance.
- Manage approximately \$1M in operational spend, exercise \$250K delegated procurement authority, and hold unlimited Microsoft authorization while ensuring compliance with state procurement law, purchasing policy, contract terms, and fiscal controls.
- Built procurement team capacity and operating discipline, creating repeatable processes for intake, review, approvals, vendor coordination, documentation, and compliance rather than one-off handling by individual staff.
- Improved PMO execution controls by deploying capacity planning tools, risk/issue training, KPI-focused reporting, and clearer escalation routines for project delivery constraints.
- Maintained clean billing/AP operations by connecting billing workflows to system/API data, reconciling exceptions, and driving timely follow-up; kept invoices current and avoided AP collections/escalations.
- Managed early-stage DEIB program operations as the effort moved from concept toward structure, governance, participation, and staff engagement.

Statewide Quality Assurance Program Manager | State of Oregon - Enterprise Information Services, Office of the State CIO | Salem, OR | Jun 2019 - May 2024

- Directed statewide independent quality oversight for Oregon's largest technology investments, overseeing 30+ major IT projects, 10 iQMS vendors, policy, reporting, compliance, and risk management across executive branch agencies.
- Led QA and IV&V oversight for projects ranging from \$5M statutory-threshold initiatives to enterprise investments in the hundreds of millions, advising executives on delivery risk, vendor performance, scope, schedule, budget, and corrective action.
- Built Oregon's modern iQMS determination process, aligning independent quality requirements with project risk, statutory thresholds, oversight level, agency needs, and State CIO policy direction.
- Assumed ownership of statewide QA deliverable acceptance and compliance, establishing clearer acceptance criteria, vendor accountability, documentation, escalation, and quality-control routines across the enterprise portfolio.
- Developed statewide standards, templates, guidance, and reporting frameworks for QA, accessibility, customer-centered design, variance reporting, risk indicators, and enterprise technology acquisition.
- Produced executive and legislative-facing reporting, including the Major IT Projects Report, translating complex project health, risk, vendor, and policy issues into concise decision-ready narratives.

E-Government Program & Quality Assurance Analyst / E-Government Program Analyst | State of Oregon - Enterprise Information Services, Office of the State CIO | Salem, OR | Nov 2017 - Jun 2019

- Supported Oregon.gov and 250+ online government services, including websites, payments, applications, and data services; helped onboard 15-20 new online services annually.
- Managed vendor relationships for enterprise digital government platforms including NICUSA, Socrata/Tyler Technologies, and Jive/Aurea; resolved customer/vendor issues and identified patterns for durable fixes.
- Coordinated statewide HTTPS/security transition communications, Data.Oregon.gov updates, website redesign support, E-Government annual reporting, and board engagement with agency, CIO, and PIO stakeholders.

Web Developer / Project Manager | Total Web Services, Inc. | Portland, OR | Nov 2015 - Mar 2018

- Led 11+ client web projects from estimate to deployment, managing budgets, schedules, customer expectations, technical execution, SEO, analytics, and A/B testing.
- Delivered full-stack LAMP development and custom CMS solutions using PHP, JavaScript, HTML, CSS, and related web technologies.

Editor in Chief / Opinion Editor | USA Hispanic | Arlington, VA | Sep 2013 - Nov 2017

- Directed editorial strategy, daily operations, political/economic analysis, translation, and audience engagement for a national publication serving Hispanic communities in the U.S. and abroad.
- Expanded readership through digital campaigns, SEO, and social media growth to 50,000+ followers; built bilingual communication discipline across English and Spanish audiences.

LEADERSHIP STRENGTHS

Enterprise technology governance | PMO risk and issue management | Portfolio capacity planning | Procurement SLA/process improvement | Contract and vendor management | Billing and AP operations | State procurement compliance | Executive and legislative reporting | Independent QA / IV&V | Digital government platforms | Accessibility and customer-centered design | AI and emerging technology governance | DEIB program support | Cross-agency facilitation | Bilingual English/Spanish communications

SELECTED PUBLICATIONS

- Quality & Risk Management Challenges When Acquiring Enterprise Systems Revised in the Age of AI - PNSQC, 2023
- Artificial Intelligence Is the New Astrology of Software Quality - PNSQC, 2022
- Managing Accessibility in Software Systems - PNSQC, 2021
- Towards a Culturally Inclusive Software Quality - PNSQC, 2020
- Software Based Disruptive Change Initiatives Require a Culture of Quality - PNSQC, 2019

EDUCATION

M.A., Political Science - University of Oregon | Master's Degree, IT Management - TECH Global University / TECH Mexico Universidad Tecnologica | Master's Degree, Software & Systems Engineering - TECH Global University / TECH Mexico Universidad Tecnologica | B.A., English Literature & Spanish as a Heritage Speaker; Certificate, Latin American Studies - Slippery Rock University of Pennsylvania