

IT Manager - Business System Analysts, Project Management Office

SUMMARY

The Information Technology (IT) Manager plays a crucial role in cultivating relationships within the IT division and the Program (business) areas to increase the value realized from IT resources, investments, and competencies. The IT Manager serves as the liaison between resources and program (business) areas from an IT systems perspective. Therefore, the IT Manager must have a good understanding in subject matters concerning IT and program areas, as well as IT business solutions.

The IT Manager supervises the lifecycle and balance of products and services through the design and implementation process, deploying Business Analyst resources as needed. The IT Manager is responsible for the delivery of business solutions in alignment with program area's priorities and requirements by identifying and defining functional capabilities of products and services.

The IT Manager is accountable for leading a team of business analyst professionals who own the requirements elicitation, effort estimate scoping, design, analysis, and functional specification development activities for various projects. The IT Manager works in conjunction with IT and other program area leaders to develop and drive best practices, translating those into effective technology solutions for the business end users.

The model candidate is an accomplished professional with broad experience in the software development life cycle (SDLC) including project management, business analysis, and customer engagement.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Analyzes and organizes business analysts to serve as an advocate for process improvement initiatives.
- Assists other Program and/or IT Teams in the integration of data, systems, and business processes to improve the department's delivery of services.
- Assists the change management aspects in preparing the business for change as projects are readied for implementation by developing and communicating Departmental change and awareness programs.
- Builds and maintains strong relationship with Program leads to ensure alignment with customer needs, business requirements, and project management resources.
- Designs solutions, tools, and policies to meet dynamic business requirements across the Department.
- Actively pursues issue resolution and communicates project statuses and issues to Program area stakeholders and management.
- Acts as a management role model, communicating SMART program driven goals, ensuring every team member has regular, continuous, and constructive performance reviews, encouraging career development, nurturing talent, and fostering diversity.
- Develops and motivates staff to maximize full potential and ensure the mission readiness of all team members.
- Empowers, manages, coaches, and mentors direct reports.
- Ensure objectives are met in a timely manner.
- Exhibits creative problem solving and leadership in implementation of system life-cycle techniques.
- Facilitates management decision making around change prioritization and sequencing.
- Facilitates the Department's overall solution delivery, and compliance with governance processes and the technology roadmap.
- Follows up and supervises the selection of appropriate solutions.
- Generates and validates scorecards, dashboards, and performance management metrics.
- Identifies problems / issues and helps navigate through the Department to resolve, looking for root cause and, when needed, handles departmental conflicts that impede service delivery.

- Identifies needs, allocates appropriate resources, and continually monitors progress to ensure projects are delivered on time and with upmost quality.
- Implements processes and procedures for management of strategic business requirements.
- Leads across several mission-critical projects.
- Manages strategic roadmap and communicates to stakeholders along the pathway.
- Plays a leadership role in business problem solving.
- Provides coaching, direction, and leadership to team members in order to achieve business results.
- Provides direction to team including assignment of individual responsibilities, tasks, and functions.
- Builds a strong IT business analyst team, centered on DHS' vision, mission, and core values, and focused on delivery.
- Manages utilization of business analysts in support of enterprise project goals.
- Provides cost-benefit analysis, business need requirements, project analysis for business solution design, and solution delivery.
- Reviews new business proposals, identifies issues, risks and opportunities.
- Updates professional knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
- Validates proposed solutions and ensure they meet internal standards.
- Works directly with Program area subject matter experts to determine business needs and opportunities to provide technical business improvements.
- Works with third party managed services to provide additional breadth to IT delivery capabilities.
- Works with stakeholders to pursue opportunities to leverage technology to achieve business unit objectives.
- Works closely with other BA Managers and Leads to advance and define best practices, standards, roles, responsibilities, and processes for the BA discipline.
- Works with cross-functional teams to set targets and deadlines, develop plans, conduct analyses, measure results, and improve processes.
- Works with Program and IT leaders to prioritize and deliver solutions to enable business goals and objectives and works in conjunction with project managers to ensure project scope management.

EDUCATION / EXPERIENCE

Bachelor's degree in computer science, management information systems, or related business discipline. Five to seven years of professional level experience. Minimum of three to five years of management experience leading teams, with at least two years leading a team of IT business analysts. Minimum of two years of experience using system, process, data flow modeling, and prototyping tools. Experience leading and mentoring business analysts in a process-driven environment. Strong understanding of and experience with full software development life cycle. Experience contributing to the analysis and development of new concepts, techniques, standards, processes, and approaches. Knowledge of business and technology trends, practices, and policies and procedures. Proven experience in service delivery management and internal customer facing experience, with experience in enterprise level information technology organizations. Proven experience as a primary or senior business analyst on enterprise projects. Proven ability to establish and maintain strong longstanding relationships.

Master's Degree or another advanced degree and experience in public sector are a plus. ITIL, Six Sigma, and/or CBAP Certifications are also desirable.

SKILLS

This position requires the following.

- Ability to balance interests of different stakeholders.
- Ability to collaborate closely with others in strategic planning and share accountability with them for benefit realization.
- Ability to communicate clearly and concisely, both orally and in writing.

- Ability to deal with ambiguous and complex situations holistically, while creating structures and processes to drive clarity and results for self, business analysts, and partners.
- Ability to develop and maintain effective working relationships.
- Ability to present information to leaders and effectively communicate trends and business results.
- Ability to quickly identify the information needed to evaluate new business situations and to collect and organize appropriate quantitative and qualitative information.
- Ability to see implications and provide consultative solutions and recommendations.
- Ability to set priorities, meet deadlines, and manage projects.
- Ability to support reporting and analytics to management.
- Ability to understand technically complex issues and put in simple terms.
- Ability to multi-task with multiple initiatives simultaneously and work in a fast-paced environment under limited supervision with excellent follow-through and detailed tasks.
- Excellent written and verbal communication skills.
- Exceptional analytical, problem-solving, and strategic thinking skills.
- Experience engaging with senior executives and customers with a proven strong customer focus.
- Experience in SDLC methodologies.
- Intermediate computer skills and proficiency in Microsoft Office Suites (Word, Excel, Outlook, PowerPoint, Visio) to generate the process flow diagrams and/or technical process flows.
- Strong influencing and negotiation skills.
- Strong interpersonal and relationship management skills.
- Strong sense of ownership and follow-through resolution.
- Strong management experience and ability to lead and coach teams.
- Strong motivational skills; self-starting.
- Strong desire to learn program acumen.
- Strong understanding of business analysis process, methodologies, and deliverables.

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