

IT Manager - Senior, Enterprise Application Support (EAS)

SUMMARY

The Information Technology (IT) Manager – Senior, EAS is a key service delivery leader for the Enterprise Application Support section of the Department of Human Services (DHS), IT Division. Reporting to the IT Director - EAS, s/he leads the critical business solution delivery services and maintenance of DHS mission critical systems built on multiple platforms including mainframe, distributed, and other contemporary IT environments.

IT Manager – Senior is responsible for integrated delivery of IT solutions in support of defined business strategies for DHS. S/he would be responsible for managing several applications or technology components to support business functions such as Family Assistance Eligibility, Claims, Child Support Enforcement systems, or Community & Social Services based on organizational needs. S/he oversees technical delivery of enhancements, discretionary project work, and production operations, and is responsible for resource management to meet demands for new development, maintenance, and incident management. The IT Manager – Senior works closely with the IT Director - EAS on strategic management of the technology portfolio for the business units. S/he will ensure application availability to customers.

IT Manager Sr. provides technology solutions development and integration across the entire system development lifecycle including requirements, functional specifications, design, market scans/selection, custom development, integration, testing, and deployment. EAS teams maintain a strong focus on structuring, managing, and implementing complex technical solutions requiring strong business focus and process optimization, and delivering significant and measurable business value.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Manage the day-to-day operations of Enterprise Applications such as Eligibility Systems, Child Support Enforcement System, Community & Social Services, Agency Support Systems, etc. as assigned by IT Leadership.
- Lead operational services management of the enterprise application teams.
- Provide planning and support to leadership to ensure that appropriate investments in tools, processes, and people are made to ensure the successful operation of mission critical application systems.
- Provide leadership to ensure assigned team members successfully achieve the Department's goals and objectives.
- Work with application development team to proactively/reactively identify issues, performance levels, and potential improvements.
- Develop and promote key metrics and reporting dashboards for the service areas to measure and publish results over time. Tracking, trending and adjusting appropriately.
- Work closely with IT Director in communicating and implementing Service Management expectations to team members and stakeholders in a timely and clear fashion.
- Identify and resolve issues and conflicts within the service delivery organization.
- Work with the Project Management Office (PMO) to manage resource allocation and resolve schedule, resource, and other conflicts.
- Identify issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.
- Provides team leadership with various human resources management accountabilities, including but not limited to the following.
 - Overseeing the delegation of work to team members.
 - Setting annual performance targets for individuals and the team and conducting performance reviews.
 - Providing on-going motivation, coaching, guidance, feedback, and mentoring to the team.
 - Managing the workload of team and removing obstacles to their success.

- Advise IT Director - EAS and other executive leaders regarding potential risks to Application Systems and recommend solutions.

EDUCATION / EXPERIENCE

Graduation from an accredited college or university with a bachelor's degree and 15 years of professional level experience in information technology including at least five (5) years of supervisory experience.

The following are desired qualifications.

- Master's or Bachelor's Degree in computer science or related field.
- Experience in large mission critical enterprise systems
- Information Technology Infrastructure Library (ITIL) certification.
- Certification/training in application development methodologies

SKILLS

This position requires the following.

- Dedication and commitment to customer service focused delivery of solutions.
- Demonstrated evidence of successful experience as an IT manager leading application services.
- Strong understanding of SDLC and service delivery models.
- Superior problem solving ability for addressing escalated issues.
- Proven experience juggling multiple priorities and deadlines.
- Demonstrated flexibility, resilience, and resourcefulness.
- Ability to identify current or future problems or opportunities, analyze, synthesize, and compare information to understand issues and cause/effect relationships, and explore alternative solutions to support sound decision-making.
- Experience building delivery dashboards and metrics.
- Demonstrated excellence in implementing delivery best practices.
- Ability work across disciplines and collaborate with other teams.
- Ability to lead large teams with proven skills in resource planning, succession planning, mentoring, coaching, and conflict resolution skills.
- Experience in participating in systems modernization initiatives.
- Demonstrated exceptional verbal and written communication skills.
- Excellent technical presentation skills.
- Proven track record in delivering business value to customers and extensive knowledge and experience with enterprise application delivery, with strong understanding of contemporary best practices.
- Strong portfolio management and customer relationship management.

The State of TN is an Equal Opportunity Employer

<http://agency.governmentjobs.com/tennessee/default.cfm?action=viewclassspec&classSpecID=962096&viewOnly=yes>