

TDOC

Executive Information Technology Director

Overview

The Executive IT Director will provide the vision and leadership for all technology initiatives for the Tennessee Department of Correction. The Executive IT Director operates at a strategic level, working with the Business Domain Director for Law, Safety and Correction, as well as other members of the senior management team to identify the technology needs of the agency and develop a living strategic IT plan. The Executive IT Director will drive results by leading the IT team to delivery technology solutions that meet the business needs of the agency.

Essential Functions

Leadership (30%) – Lead the STS IT workforce supporting the Tennessee Department of Correction (TDOC) by setting the focus for project direction and other efforts that align with the priorities of the Agency including the Mission, Vision and Core Values.

- Support a sustainable organization – Plan, implement and support a professional development and succession plan in order to develop and sustain talent for STS' support of TDOC. Work with the Business Domain Director (BDD) of Law, Safety, and Correction and the Director of Talent Management to develop and/or maintain IT specific development initiatives.
- Supervise STS IT staff, directing their work assignments, and initiating personnel actions, including hiring, disciplinary actions, salary, performance goals and reviews according to the State's standards.

Strategic Planning (20%) – Lead the STS IT workforce in supporting TDOC's goals and other initiatives

- Lead the STS IT workforce in adopting and adhering to the State's IT governance initiatives by following Enterprise and Domain solutions. Work closely with the Business Solutions Delivery leadership and the State's IT project governance teams.
- Lead the effort to develop the Information Systems Plan (ISP) for Correction ensuring that it closely aligns with the business needs of the Agency.

Customer Focus (20%) – Lead the STS IT workforce' support of TDOC ensuring they are customer focused and identify areas that need improvement.

- Customer Satisfaction communication – Utilize the approved survey protocol and other tools to gather, baseline and improve internal customer satisfaction as it relates to the services provided.
- Collaborate with business users, and Enterprise and Domain STS functional areas to produce business-focused architecture and solution designs with technologies that meet business needs and align with supported agency goals.
- Communicates with internal and external business partners to facilitate strategic initiatives.

Workforce Focus (15%) – Lead in efforts to improve and manage talent.

- Talent Management Planning – Work with the BDD, and F&A Director of Talent Management to implement a Talent Management plan as it specifically relates to technology staff.
- Continuous Learning – Provide an environment of continuous learning in technology specific areas by encouraging staff to research new and emerging technologies. Utilize the State's IT Academy for additional training.

Process Management / Improvement (10%) – Provide expertise to TDOC to assist in process improvement as it relates to technology by utilizing business analysts and Project managers to identify system needs.

Measurement, Analysis, and Knowledge Management (5%) – Develop and / or use tools to track data-driven results

- Use IT tools to measure results – Provide direction for the use or development of IT tools to measure results as it relates to KPI and customer satisfaction.
- Develops strategies, objectives, and service level agreements for IT services to measure and improve organizational efficiency and performance.
- Results will be achieved by the use of the State tools to measure individual and overall performance. This will include the creation and / or use of job responsibilities, smart goals / IPP, and IDP for staff members. Provide the best services at the lowest cost to TDOC.

Education and Experience

Graduated from an accredited college or university with a bachelor's degree, preferably in Computer Science or Information Systems and six years of professional level experience in information technology. Four of the six years must include managerial responsibilities.

Please submit resume to:

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