

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION  
IT MANAGER  
GENERAL GOVERNMENT INFORMATION TECHNOLOGY SOLUTIONS**

**Job Summary:** Under direction of the General Government Executive IT Director within Strategic Technology Solutions, is responsible for building and leading a team of IT professionals that will focus on governance, budget, asset management, procurement, service level management, quality management, business intelligence and support for the agency customers served.

**Responsibilities:**

- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans and approving time worked and time off using the State's system
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies
- Creating and maintain the service agreement document including KPI and metrics
- Maintain a high level compliance with the agreed upon server levels in the SLA with the Agencies served using metrics defined
- Lead the efforts for IT policy and governance for the entire IT team
- Develop and maintain an IT procurement strategy
- Develop and manage a flexible asset management and inventory strategy that support the customer's needs including surplus property
- Build and a lead a team of business intelligent staff to provide metrics and reporting needs to the Agency customers
- Cross training staff to ensure proper coverage over all functional team areas
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

**Minimum Qualifications:** Bachelor's degree in an IT related field and five years of IT management and supervisory experience. Relevant professional information technology experience may be substituted for the required degree.

- Successful prior experience leading and managing IT teams
- Required three years of prior managerial responsibility in an IT related field
- Prior experience with individual performance management process
- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

**Preferred Qualifications:**

- Five years of increased responsibility in management of people
- Experience managing budgets and resources
- Prior State government experience is a plus
- Knowledge of Asset management, inventory and resource billing is desirable.

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**Knowledge, Skills, Abilities, Competencies**

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to [trena.maynard@tn.gov](mailto:trena.maynard@tn.gov)