

POSITION ANNOUNCEMENT
TENNESSEE DEPARTMENT OF HEALTH
IT Manager Sr – Release Manager
Information Technology Services Division

The Mission of the Tennessee Department of Health (TDH) is: Protect, promote and improve the health and prosperity of people in Tennessee. The Department serves over 6.45 million Tennesseans, along with those who visit our state, are touched directly or indirectly by TDH operations. One in five, some 1.4 million people, are directly served each year through a network of 89 rural and six metropolitan county health departments, while others are impacted by inspections of restaurants, healthcare and related facilities; registration or receipt of vital records; protection from communicable illness; licensing of health professionals; specialized laboratory testing and other many other services and programs.

Job Description and Responsibilities:

The Release Manager will report directly to the Executive IT Director/Deputy CIO and will be responsible for overseeing the coordination and facilitation of the release process; deployment and testing to guarantee smooth and timely delivery of software products or updates into the non-production environments, and their promotion and deployment to the production environment. The Release Manager oversees the management of day to day aspects of the integration and flow of testing and implementation of these systems to ensure that changes and releases to technical environments are appropriately designed and applied to provide standards and quality assurance for evaluating outcomes. Additional responsibilities include:

- Manage and direct a staff of quality analysts responsible for identifying process improvement, developing process standards, ensuring test plans are written, and testing is completed that checks all functional requirements as outlined in the design and analysis documentation for hardware and software changes made to non-production and production environments for the Department.
- Manage and direct a staff of testing analysts that create, test, and provide input to the User Acceptance Test (UAT) Plan to gain approval of the change management from the Stakeholders for production releases.
- Direct the quality analyst and testing analyst teams in the achievement of the strategic and operational objectives of the Department.
- Perform team reviews and ensure technical goals align with the business needs.
- Work closely with varying business units, project management office teams, business delivery services teams, and production support services teams to ensure that change management for new releases are managed, planned, and implemented successfully statewide.
- Work to guarantee smooth, predictable, and timely delivery of software products and/or updates.
- Help to identify, create, and/or implement processes or products to efficiently manage and enhance the release processes, using a combination of methods, existing tools and enhancements.
- Create, review, publish, and manage release plans, formal release notifications, deployment instructions, and launch plans.

- Manage and maintain multiple test environments ensuring that these environments are properly setup, configured, and available for each release/project as scheduled.
- Determine the readiness of each release based on release criteria; quality of release, production environment readiness, training and support plans, rollout, back-out plans, and risk management plans.
- Enforce quality standards using common industry practices (e.g., ITIL).
- Continuously improve the Release process used to integrate, verify, release, and audit software.
- Collaborates with the Chief Security Officer to ensure that Privacy and Security requirements and standards for applications and customer specifications have been adhered to and documentation is sufficient to allow for ongoing maintenance of the application.

Minimum Qualifications: Graduation from an accredited college or university with a bachelor's degree and five years of professional level experience in information technology and working in an Enterprise Environment. Experience must include at least two years of supervisory experience. Excellent communication skills and deep understanding of technical applications are mandatory.

The ideal candidate would have in addition to the minimum qualifications:

- Three years of experience in a software development or IT implementations environment
- Two years of managing Project Managers, Systems Analysts or software development staff
- Management of multiple concurrent projects
- Experience in communicating status, risks and issues to project team and Senior Management
- Proficient in Microsoft Office, Microsoft Project and Visio
- Advanced knowledge of software development lifecycle
- Familiarity with ITIL, SharePoint and Agile
- Experience with Ticket management Tools

This is an executive service position reporting to the Agency Deputy Chief Information Officer. Interested applicants should send a resume to Carole Sumner (Carole.Sumner@TN.gov). The State of Tennessee is an equal opportunity, equal access, affirmative action employer.