

IT Manager, Enterprise Application Support

SUMMARY

The Information Technology (IT) Manager, Enterprise Application Support (EAS) is a key service delivery manager for the IT Division of the Department of Human Services. Reporting to the IT Director EAS, s/he leads business solution delivery and maintenance services for DHS mission critical systems built on multiple platforms. The IT Manager is responsible for integrated delivery of IT solutions in support of defined business strategies for DHS business units. S/he manages applications or technology components to support business functions such as Child Care Licensing, Adult Protective Services, Food Programs, Appeals and Hearing, Family Assistance, Child Support Enforcement, and other business units, as needed.

The IT Manager oversees technical delivery of both enhancements and discretionary project work and is responsible for resource management to meet demands for new systems, maintenance, and break/fix. S/he works closely with the IT Director EAS on management of the technology portfolio for the business units. The IT Manager ensures application service availability to customers. S/he 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 deliver significant and measurable business value.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Manage day-to-day operations of applications as assigned.
- Lead operational services management of the enterprise application team.
- 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.
- 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 EAS 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.
- Provide 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 recommends solutions.

EDUCATION / EXPERIENCE

Graduation from an accredited college or university with a bachelor's degree and ten (10) years of professional level experience in IT including at least three (3) years of supervisory experience.

The following are desired qualifications.

- Master's or Bachelor's Degree in computer science or related field.
- Experience with large mission critical 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.

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