

## **IT Director, Enterprise Application Support**

### **SUMMARY**

The IT Director, Enterprise Application Support (EAS) is a key leader for the Information Technology Division (ITD) of the Department of Human Services (DHS). Reporting to the Deputy Chief Information Officer (CIO), s/he works closely with management teams to plan, develop, coordinate, and execute strategies consistent with the vision, mission, and purpose of both the Department and Governor. This position demands an energetic change agent with leadership, employee development, and IT solution delivery experience. The IT Director EAS is integral to delivering business solutions and operational excellence that enable the Department to deliver on its mission.

While the IT Director EAS is part of ITD's leadership team, the position specifically leads the Enterprise Application Support section, which is responsible for managing and maintaining the Department's largest legacy software systems for Family Assistance and Child Support Enforcement programs, and various other IT systems that support DHS programs such as adult protective services, food programs, and child care licensing. With a focus on innovation, s/he will also be instrumental in assembling resources to support delivery and maintenance of the Department's Enterprise Systems Modernization (ESM) project.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

- Manages the day-to-day operations of the EAS section including direct supervision of four (4) IT Managers and the Department's IT Architects.
- Oversees 35+ IT team members, mentoring and providing feedback regarding expectations, performance, and professional development.
- Manages the enterprise applications portfolio, ensuring interoperability and responsiveness to evolving business needs.
- Recommends strategic direction, standards, methodologies, tools, priorities, and approaches for the overall application portfolio.
- Manages business impact and expectations for modifications to and implementation of IT solutions.
- Influences business and IT management to ensure that IT solutions are understood, properly implemented, and administered effectively.
- Establishes and maintains positive relationships with DHS business units, other State agencies, and federal partners to understand needs and strategies.
- Serves as an effective facilitator and consensus builder with multiple stakeholders with diverse views and needs.
- Understands the business needs of a variety of customers and balances fulfillment of those needs with considerations of broader Department objectives and resource availability.
- Works within State guidelines and best practices to develop and disseminate application development and support standards, guidelines, and direction.
- Leads the application development team through a structured application lifecycle methodology to successfully deliver internally developed and purchased/customized solutions.
- Manages resource allocation and resolves schedule, resource, and other conflicts.
- Identifies issues and opportunities, analyzes problems and alternatives, and develops sound conclusions and recommendations.
- Communicates effectively verbally and in writing.

### **EDUCATION / EXPERIENCE**

A bachelor's degree in Information Technology, Information Management Systems, Computer Science, and/or related technical degrees or coursework from an accredited college or university. A minimum of six (6) years of

increasingly responsible IT leadership experience. An equivalent combination of education and/or experience may be acceptable.

Master's Degree and experience in public sector is a plus.

## **SKILLS**

This position requires:

- Dedication and commitment to customer service focused delivery of solutions;
- Demonstrated evidence of technical experience with demonstrated success as a leader;
- Demonstrated technical leadership experience, which has included the successful development and implementation of roadmaps for large, multiple location, enterprise-wide application initiatives;
- Strong understanding of the relationship between applications, databases, operating systems, processing platforms, storage platforms, and networks;
- Strong knowledge of systems development life cycle methodologies, change control, change management, and project management;
- Strong analytical skills and ability to link work prioritizes to business imperatives;
- Excellent communication and influencing skills, with demonstrated ability to work collaboratively and effectively with IT leadership teams, and with the ability to build coalitions across department;
- Outstanding team leadership skills with an ability to set specific measurable milestones and monitoring progress against these goals;
- Demonstrated experience in hiring and developing technical team members;
- Strong management skills and an ability to operate both strategically and provide hands on support;
- Ability to establish a constructive and informative relationship with employees, management and vendors;
- Ability to read, analyze and interpret general business periodicals, professional journals and technical manuals;
- Ability to write reports, business correspondence and procedural manuals;
- Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public; and
- Ability to define problems, collect data, establish facts and draw valid conclusions.

## **COMPENSATION INFORMATION**

Commensurate with qualifications.

**All interested candidates should submit a cover letter and resume to:**

Martha S. Jones  
IT Division  
TN Department of Human Services  
400 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243  
[Martha.S.Jones@tn.gov](mailto:Martha.S.Jones@tn.gov)

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