

POSITION ANNOUNCEMENT
Production Support Services Director
TENNESSEE DEPARTMENT OF HEALTH
Information Technology Services Division

(Grade 045, Salary Range: \$6,597 - \$10,555 monthly)

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.

Description:

The Production Support Services will work closely with management teams to plan, develop, coordinate and execute strategies consistent with the vision and mission of the Department of Health. This position is responsible for providing leadership and direction to technical support responsible for technology management support, server support, customer support services, telephony and user account provisioning. The Production Support Services Director position demands a skilled change agent with leadership, employee development, operations and infrastructure support experience.

Job Responsibilities:

The Production Support Services Director is a key leader in the Information Technology Services Division (ITSD) and will report directly to the Executive IT Director.

- Provide leadership and direction to the Production Support Services staff that are responsible for providing end to end IT user support, telephony staff providing phone service support to the department, Application Administrator teams supporting the department's hardware infrastructure and managing the technical service desk providing support for hardware, software and network requests.
- Coordinate IT service support with the Regional offices IT staff statewide.
- Identify skill sets needed to complete technical tasks, assess whether the technical support staff possesses the necessary skills and if necessary develop a training plan to fill the knowledge gap.
- Oversee management of all Production Support Services team activities.
- Develop and interpret organizational goals, policies, performance standards and procedures.

- Evaluate, develop and implement organization changes to create leadership stability and sustainability.

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 IT leadership experience, including oversight of infrastructure, service desk and/or security services. An equivalent combination of education and/or experience may be acceptable.

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.