

IT Director, Quality Assurance & Audit

SUMMARY

The IT Director, Quality Assurance & Audit (QAA) is a key leader for the Information Technology Division (ITD) of the Department of Human Services (DHS). Reporting to the 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 quality, testing, and audit experience. The IT Director QAA is integral to providing high quality IT solutions that enable the Department to deliver on its mission. While the IT Director QAA is part of ITD's leadership team, the position specifically leads the Quality Assurance & Audit section, which is responsible for quality assurance, quality control, audit, independent verification and validation testing, and configuration management services to ensure delivery of high quality IT products and services.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Manages the day-to-day operations of the QAA section including direct supervision of two (2) Senior IT Managers.
- Oversees 10+ IT team members, mentoring and providing feedback regarding expectations, performance, and professional development.
- Develops and implements proactive processes and measures to ensure quality and compliance of Departmental IT systems and processes on the front end to mitigate and/or eliminate issues and findings.
- Recommends strategic direction, standards, methodologies, tools, priorities, and approaches for the provision and management of the Department's quality assurance, testing, and configuration management services.
- Understands the rules, regulations, policies, and procedures related to the systems and technologies that support the Department's programs.
- Establishes and maintains positive relationships with DHS business units, other State agencies, and federal partners to support quality, testing, and audit needs and strategies.
- Works within Federal, State and Departmental guidelines and best practices to develop and disseminate IT quality, testing, and audit response standards, guidelines, and processes.
- Coordinates responses to audit inquiries and findings, ensuring that they are accurate and timely.
- 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, including IT audit, quality assurance, testing, and/or configuration management. 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 preparation for and responses to audits, and implementation and management of quality assurance and control programs, IT system testing, and configuration 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 the 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, audit responses, 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, 4th Floor
Nashville, TN 37243
Martha.S.Jones@tn.gov

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