



**Tennessee Department of Environment and Conservation
Senior IT Manager – Service Operations
Information Systems Division
Annual Salary Range: \$76,164 – \$121,836**

About the Tennessee Department of Environment and Conservation (TDEC)

The Department exists to enhance the quality of life for citizens of Tennessee and to be stewards of our natural environment by:

- Safeguarding the health and safety of Tennessee citizens from environmental hazardsProtecting and promoting human health and safety.
- Protecting and improving the quality of Tennessee's land, air, and water.
- Managing the system of 56 Tennessee State Parks and 83 Natural AreasConserving and promoting natural, cultural and historic resources.
- Providing a variety of quality outdoor recreational experiences.

TDEC has approximately 2,900 employees working across Tennessee supported by a total budget of more than \$300 million with funding from fees for services, state parks revenue, federal sources, and the state general fund. TDEC is the chief environmental and natural resource regulatory agency in Tennessee with delegated responsibility from the U.S. EPA to regulate sources of air pollution, radiological health issues, solid and hazardous waste, underground storage tanks, water pollution, water supply, and groundwater pollution. TDEC has a central office in Nashville and has eight (8) regional offices across the state serving as the primary point of contact for their respective regions.

About the Information Systems Division

The Information Systems Division (ISD) handles a full range of IT services for TDEC, including solutions research, design and development, service support, security, telecommunications, and database management.

Summary of Position

The Department of Environment and Conservation Information Systems Division (ISD) is seeking to fill a Senior IT Manager position overseeing TDEC ISD service operations. The role of this Senior IT Manager is to direct and actively manage the application support group, as well as the field support team, providing on-site assistance to the Department's eight (8) environmental field offices and fifty-six (56) state parks. Reporting to the IT Director, the Senior IT Manager must

have an aptitude for personnel management, as well as a customer-first attitude. This role will be expected to: provide leadership to the application support team; develop and manage service level metrics; be actively involved in continual process improvement; collaborate with senior IT leadership in the development of high-level strategies to meet organizational needs; and serve as the escalation point for customers who have priority concerns.

Principal Duties and Responsibilities

- Manage the Help Desk Specialists and Business Technical Specialist staff and ensure all Department and ISD policies, procedures, and standards are adhered to.
- Identify skill sets needed to complete service support tasks, assess whether the support staff possess the necessary skills and develop training plans to fill or expand knowledge.
- Ensure ISD workflows are operating effectively and efficiently, while meeting the customer's requirements.
- Maintain knowledge of current and emerging trends in the industry, including all relevant areas of information systems that might be incorporated as new technologies into future systems.
- Oversee management of all support team activities and support team day to day task management.
- Create individual performance plans to evaluate support staff members.
- Create Service Catalog items as well as the creation and monitoring of service level agreements and metrics relating to those items.
- Make recommendations for improving work processes and eliminating manual tasks.
- Develop proactive monitoring techniques to detect patterns of events that indicate a potential system or service failure.

Knowledge, Skills and Abilities

- Advanced knowledge of hardware, software, data and network principles and systems. Have the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- Is dedicated to meet the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect. Models effective performance for business partners to provide a role model, encourage success in others and enhance trust.
- Demonstrates high integrity and good judgment; is widely trusted.
- Capable of providing the information people need to know to do their jobs and feel valued about being a member of the team, unit, and department.
- Is task oriented; able to break down work into the process steps; develops schedules and anticipates/adjusts for problems and roadblocks. Measures performance against goals and evaluates results.
- Respects and embraces diversity in the workforce. Manages all kinds and classes of people equitably.

- Creates a positive work environment in which people want to do their best. Can motivate many kinds of direct reports and team or project members.
- Competent to provide current, direct, complete and actionable positive and corrective feedback to others in a timely manner.
- Deals with concepts and complexity comfortably.

Education / Experience:

Graduation from an accredited college or university with a bachelor's degree and five years of professional level experience in information technology including at least two of the five years at a supervisory level. Substitution of a Specific Associate's Degree for the Required Bachelor's Degree: Graduation from an accredited college or university with an Information Technology related associate's degree may substitute for the required bachelor's degree. Any additional graduate coursework in information technology may substitute for the required experience on a year-to-year basis to a maximum substitution of two years.

All interested candidates should submit via email (TDEC.Careers@tn.gov) resume and cover letter to Beth Smith, Director, Office of Talent Management. The position will remain posted until March 31, 2016. Additional questions regarding the position should be sent to TDEC.Careers@tn.gov.

Beth Smith, Director, Office of Talent Management

Tennessee Department of Environment and Conservation
William R. Snodgrass TN Tower, 22nd Floor
312 Rosa L. Parks Avenue
Nashville, TN 37243
TDEC is an AA/EEO/ADA equal opportunity employer.