

Executive Information Technology Director supporting the Department of Commerce & Insurance

Overview

The Executive IT Director will provide the vision and leadership for all technology initiatives for the Tennessee Department of Commerce and Insurance. The Executive IT Director operates at a strategic level, working with the Business Domain Director for the Community, Resource, Development and Regulation Business Domain as well as other members of the senior management team to identify the technology needs of the agency and develop a living strategic IT plan. The Executive IT Director will drive results by leading the IT team to delivery technology solutions that meet the business needs of the agency.

Essential Functions

Leadership (30%) – Lead General Government Information Technology Solutions (C&I IS) by setting the focus for project direction and other efforts that aligning with the priorities of the Divisions served including the Mission, Vision and Core Values.

- Develop or support the existing “Statement of Purpose” – Work with the Business Domain leaders and the Executive Advisory Committee of C&I IS to develop or support the existing “Statement of Purpose” for the department that supports and aligns with the Mission, Vision and Core Values of the Divisions.
- Support a Sustainable organization – Support and implement the Agency’s professional development plan and succession plan in order to develop and sustain talent for C&I IS. Work with the Director of Talent management to develop and/or maintain IT specific development initiatives.
- Supervise staff, directing work assignments, and initiating personnel actions, including hiring, disciplinary actions, salary, performance goals and reviews according the to State’s standards.
- Creates a climate of creative thinking to engender IT employee engagement and develop business partner relationships.

Strategic Planning (20%) – Lead C&I IS technology strategy to achieve results as set by Divisions goals and other initiatives.

- Lead the department in adopting and adhering to the State’s IT governance initiatives. Working closely with the Business Solutions Delivery leadership and the State’s IT project governance teams.
- Lead the effort to develop the Information Systems Plan (ISP) for C&I IS supported Divisions annually that closely aligns with the business needs of the Divisions. C&I IS is required to develop an annual 3-year strategic system plan to be submitted to the State’s Technology Planning department in F&A.
- Staffing Plan – Create an agile staffing plan for C&I IS that aligns with the State of TN approved technology directives and enterprise wide initiatives. This plan will need to be agile so it can be continuously updated as the needs of the Divisions change.

Customer Focus (15%) – Lead C&I IS in being customer focused and identify areas that need improvement.

- Customer Satisfaction communication – Utilize the approved survey protocol and other tools to gather, baseline and improve internal customer satisfaction as it relates to the services C&I IS provides.
- Collaborate to produce business-focused architecture and solution design with technologies that meet business needs and align with goals.
- Communicates with internal and external business partners to facilitate strategic initiatives are met.

Workforce Focus (15%) – Lead C&I IS in efforts to improve and manage talent.

- Talent Management Planning – Work with the F&A Director of Talent Management to implement the Talent Management plan developed for C&I IS as it specifically relates to technology staff.
- Continuous Learning – Provide an environment of continuous learning in technology specific areas by encouraging staff to research new and emerging technologies. Utilize the State’s IT Academy for additional training.

Process Management / Improvement (10%) – Provide expertise to Divisions to assist in process improvement as it relates to technology by utilizing business analysts and Project managers to identify system needs.

Measurement, Analysis, and Knowledge Management (5%) – Develop and / or use tools to track data-driven results

- Use IT tools to measure results – Provide direction for the use or development of IT tools to enable C&I IS to measure results as it relates to KPI and customer satisfaction.
- Develops strategies, objectives, and service level agreements for IT services to measure and improve organizational efficiency and performance.

Results (5%) - Results will be achieved by the use of the State and C&I IS specific tools to measure individual and overall performance. This will include the creation and / or use of job responsibilities, smart goals / IPP, and IDP for staff members. Assist the Divisions in providing the best services at the lowest cost.

Education and Experience

Graduated from an accredited college or university with a bachelor’s degree, preferably in Computer Science or Information Systems and six years of professional level experience in information technology. Four of the six years must include managerial responsibilities.

Please submit your resume for consideration to Trena Maynard at trena.maynard@tn.gov.

Equal Opportunity Employer

The State of Tennessee complies with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), which states that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Any person who believes that discrimination has occurred by a state agency on the basis of race, color or national origin, including limited English proficiency (LEP), in violation of Title VI may file a written complaint with the Tennessee Human Rights Commission. Complaints must be filed within 180 days of the alleged discriminatory act. Complaints may also be filed with the state or federal agency involved, or the United States Department of Justice. For more information, please contact the Tennessee Human Rights Commission.