

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
SR IT MANAGER
GENERAL GOVERNMENT INFORMATION TECHNOLOGY SOLUTIONS**

Job Summary: Under direction of the General Government Executive IT Director within Strategic Technology Solutions, is responsible for building and leading a team of IT professionals that will focus on application support, server administration, service desk, disaster recovery, access management, building access systems and application operations for agency customers served.

Responsibilities:

- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans and approving time worked and time off using the State's system
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies
- Recruit, build and maintain of team of application support, server admin and access management staff
- Focus on service operations by developing innovative solutions that enhance our customer's ability to provide business services
- Will be responsible for managing the support of all applications maintained for agency customers including Cloud and custom developed applications
- Develop and maintain a Disaster recovery strategy that adheres to the State's requirements
- Collaborate with the State's Enterprise teams to support server administration, disaster recovery and service desk operations for applications supported
- Collaborate with the State's Enterprise teams to respond to requests for service and access management
- Develop and maintain systems to support building access for employees and visitors
- Work closely with the Printing division of General Services to ensure that the printing production stays on schedule
- Work with project managers to develop operation scope and resource allocation
- Cross training staff to ensure proper coverage over all functional team areas
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT related field and five years of IT management and supervisory experience. Relevant professional information technology experience may be substituted for the required degree.

- Must be knowledgeable about current server technologies and trends
- Required five years of server and application support experience
- Knowledge of network security and configuring VLANs
- Prior experience managing a team of IT professionals
- Prior experience with individual performance management process
- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

Preferred Qualifications:

- 10+ years of application support experience
- Experience with Windows and Linux server technologies

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- BS/MS in Computer Science (or equivalent)
- Experience support Apple computers and devices
- Knowledge of mainframe system operations
- Experience managing budgets and resources
- Prior State government experience is a plus

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Customer Focus
- Total Work Systems
- Command Skills
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to Trena.Maynard@tn.gov