



DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Unique Benefits

- Pension
- 401K Match
- Family Tuition
- Paid holidays
- Career Mentoring
- Emotional Health/Wellness Programs



TN

Department of

Human Services

Director of Strategic Initiatives – IT & Systems Modernization (Remote)

(DHS Program Director 4, Child Care & CS)

Job Location: 505 Deaderick Street, Nashville TN 37243

ABOUT POSITION

The Director of Strategic Initiatives, Child Care and Community Services (CS), manages IT and systems modernization projects, leads process improvement initiatives, coordinates stakeholder engagement, and related data and communications projects. The division includes Child Care Services, Food Program, Community Services Block Grant and Adult Protective Services. This position reports to the Director of Operations and is Executive Service.

The position will be AWS - Alternate Workplace Solutions: Remote/Work from Home. The candidate selected will occasionally report to state office.

RESPONSIBILITIES

- Oversee IT projects, including acting as division liaison for the Department's system modernization efforts
- Serve as project manager for systems modernization projects including interacting with program staff and development vendors, supporting design, testing, training, implementation, and enhancements across division programs
- Work with division program directors on continuous quality improvement and process improvements informed by a data-driven approach
- Oversee stakeholder engagement, including written communications and materials, town halls, focus groups, training, and other engagements, as needed
- Serve as liaison with other DHS divisions to support coordination of systems modernization and to represent program interests as shared systems and strategies are being developed
- Perform special projects for the Assistant Commissioner as needed

QUALIFICATIONS

- A graduate degree in business or public policy and 5+ years' experience in operations preferred
- A steadfast commitment to the success of the division and every one of its customers
- Strong organization and oral and written communication skills
- Ability to work independently and prioritize multiple assignments
- Ability to maintain excellent professional and interpersonal relationships
- Demonstrated ability in attention to detail
- Excellent analytical, organizational, planning and problem-solving skills with ability to prioritize, drive, and complete multiple projects under stringent deadlines, and respond to changing priorities
- Excellent problem solver, able to take disparate sets of quantitative and qualitative data and drive to innovative solutions
- Experience leading IT projects, including managing projects with vendors, and developing and monitoring key performance indicators preferred

Competencies

- Priority Setting
- Process Management
- Action Oriented
- Written Communication

For Information regarding State of Tennessee benefits please [click here](#).

How to apply:

- To be considered for the DHS Program Director 4 position with the Tennessee Department of Human Services external applicants must also apply online at <https://www.tn.gov/careers/apply-here.html> by 2/23/2022 at 11:59pm Central Standard Time.
- Active state employees apply for career opportunities directly through [Edison self-service](#).
- Target Range: \$66,264 – \$92,760. The directly related experience, knowledge, skills, and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check. Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.