

DHS PROGRAM MANAGER

Child Support Program - TCSES Solutions Delivery Unit

Job Location:

Davidson (HYBRID)

Job Application:

To apply for this position, visit our [Apply Here](#) web page in a new tab by August 17, 2026.

About Position:

This vacancy is within the Tennessee Department of Human Services (TDHS), Division of Family Assistance and Child Support. This Program Manager position is in the TCSES Solutions Delivery unit within the Child Support Program. This position will manage four direct reports in the User Acceptance testing unit.

The User Acceptance testing unit creates testing strategies to verify system changes made to the Tennessee Child Support system (TCSES) are in accordance with defined requirements.

The Program manager will ensure testing timelines are completed timely, manage resources effectively and assist with managing tasks throughout the various stages of development.

Responsibilities:

- Collaborate with stakeholders and actively participate in work group meetings.
- Provide system support to the Managing Director and customers to meet performance goals and improve outcomes.
- Deliver DHS shared agenda items and information (as provided by DHS leadership) during staff meetings with direct reports.
- Provide staff with opportunities to take responsibility, make decisions and solve problems while managing risks.
- Provide accurate and expeditious inquiry responses that will aid to ensure that the customer voice drives program improvement.
- Willingly share with colleagues in relation to Informational memorandums or training documentation.
- Effectively collaborate with the various Child Support units such as Business Analysts, Field Operations, Policy staff and Fiscal services.
- Ensure the UAT team meets prescribed accuracy goals when testing as well as being on time with tasks.

- Work with Analysts (Business and IT), programmers, and other Child Support staff to formulate test plans and test case scenarios in a timely manner so that implementation deadlines can be met timely.
- Proactively alert Unit Director of impending issues that may delay scheduled task implementation dates.

Qualifications:

- Bachelor's degree and five years of full-time professional experience in social services, human services, education, auditing, accounting, and/or social services grant coordination. At least three years of this experience must have been in federal policy development, federal program contract management, case management, eligibility determination, or process improvement (such as LEAN or Six Sigma certification) in any field listed above.
- Substitution of Experience for Education: Additional full-time professional experience in a field listed above may substitute for the required education on a year for year basis, there being no substitution for the required three years of specialized experience.
- Substitution of Graduate Education for Experience: Graduate course work from an accredited college or university in any liberal arts field, including social sciences, statistics, education, public administration, and/or business may be substituted for the required experience, on a year-for-year basis, to a maximum of two years, there being no substitution for the required three years of specialized experience.

OR

- Experience equivalent to two years of field supervision with the Department of Human Services.

Preferred Skills:

- Knowledge of the Tennessee Child Support Enforcement system (TCSES) preferred.
- Possess good analytical and organizational skills.
- Proficient computer knowledge of Microsoft Office products.
- Ability to work with technical regulations and procedures.
- Ability to multi-task and prioritize work.
- Ability to work individually or with a team.

Target Range:

for the DHS PROGRAM MANAGER position is **\$61,200 - \$76,476**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our [DHS Employee Benefits brochure](#) in a new tab.

DHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

DHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

DHS Values:

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