

**Position #030982**  
**Division Administrator**  
**Division of Technology, Security, and Data Services**

**POSITION SUMMARY**

Under the general direction of the Assistant Deputy Secretary, this position serves as the Administrator of the Division of Technology, Security and Data Services (DTSDS) and is a highly responsible management position. The position has agency-wide responsibility for independently planning, developing, and overseeing the agency's information technology, data management, and security programs and services. This position provides professional and technical advice, counsel, and assistance to the Secretary's Office, other managers/supervisors, and the Boards attached to the agency. The position reviews the needs of the various Divisions/Offices and implements business programs that are consistent with the mission of the agency.

The Administrator oversees the Division programs and services, including developing long-range and operational plans and policies. The Division is responsible for programs and services in three bureaus: information technology services, information security management, and data management.

These duties require the ability to communicate highly effectively, both verbally and in writing, to be responsive to needs expressed by Division partners, and to deal effectively with time-critical situations and problems. The Administrator must be able to make sound recommendations in a wide variety of program and service areas and develop and maintain effective working relationships with management and staff. The Administrator functions as a member of the Department's senior leadership team.

This position leads and manages the development of new policy, operational and program initiatives. In many cases, these initiatives involve collaboration with other state agencies and external stakeholders. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

**GOALS AND WORKER ACTIVITIES**

- 45% GOAL A: Planning, development and implementation of strategies to lead DTSDS' areas of responsibility**
- A.1 Coordinate Division strategies, goals and activities relating to the Department's overall strategic business plan. Develop, implement and report on the achievements related to meeting the business goals and objectives.
  - A.2 In coordination with the Chief Information Officer (CIO), oversee the management of the agency's information technology functions including application, middleware, desktop, and IAM (Identity and Access Management) security, helpdesk and support services, network, and application development.
  - A.3 In coordination with the Chief Information Security Officer (CISO), oversee the development and implementation of ETF's security remediation and mitigation activities, information risk management program, security incident response plans, and other information security programs.
  - A.4 In coordination with the Chief Data Officer (CDO), oversee the management of the agency's data management program including data strategy and architecture, data quality, master data management, data warehousing and business intelligence, and data governance.
  - A.5 Develop goals, performance measures and strategies to ensure operational success including focus on performance improvement through Lean and business process initiatives and regular review and monitoring of Division programs and services for improvement opportunities, recommend improvement initiatives and implement improvement efforts.

- A.6 Participate in ETF continuity of operations plans (COOP) and emergency preparedness planning efforts including coordination with the Agency Continuity and Deputy Managers, Agency Incident Commander, and other pertinent staff to develop and monitor plans to prepare the agency in the event of a disaster or other unplanned event. Direct the implementation of adequate security and disaster recovery plans and procedures to safeguard the integrity of data of the entire agency.
- A.7 Direct development and implementation of policies/procedures to ensure efficient customer service and compliance with laws, rules, contracts and policies.
- A.8 Provide project management oversight, sponsorship, participation, and counsel to ensure that agency and DTSDS projects and initiatives are delivered successfully.

**35% GOAL B: Leadership and Management of the Division and Provision of Technical Advice, Counsel and Assistance to the Secretary's Office.**

- B.1 Provide leadership for operations, plan work, develop procedures, establish priorities and assure coverage of operational functions relating to technology, data and security issues.
- B.2 Analyze organizational structure, current and future state staffing plans, review and implement procedures and services provided by the Division, get business partner input and implement service delivery resources and improvements.
- B.3 In coordination with the Budget Director and Legislative Director, oversee development of operating and biennial budget proposals and issue papers identifying the needs and operating plans for the Division relating to new initiatives, staffing, equipment, training, etc.
- B.4 Prepare and monitor workload reports to ensure adequate resources are available.
- B.5 Oversee the implementation of technology, security and data projects for the Division and Department.
- B.6 Develop, oversee and monitor the integrity of the Division's information systems in accordance with Department Internal Control Standards.
- B.7 Respond to Legislative Audit Bureau and Internal Audit findings and rectify identified issues and concerns.
- B.8 Respond to and report to the Department of Administration's annual strategic IT plan and meet all DOA technology requirements as appropriate.
- B.9 Attend executive staff meetings, Division staff meetings, budget meetings, etc.
- B.10 Establish short and long-range objectives for the Division and identify and implement methods and strategies to ensure that Department objectives are met.
- B.11 Coordinate development of Division objectives, initiatives and programs, monitor and evaluate progress and impact, and report Division accomplishments and initiative results to Secretary's Office and ETF Board.
- B.12 Prepare periodic reports that identify problem areas and recommend solutions that are consistent with the Department's mission and strategic plan.
- B.13 Oversee the development, review and/or update of contracts related to Division functions provided by vendors including purchases, acquisitions, etc.
- B.14 Establish and promote effective working relationships between Division staff and other agency employees.

**20% GOAL C: Supervision of staff in carrying out responsibilities.**

- C.1 Motivate, coach, mentor, and inspire staff.
- C.2 Develop Division goals/objectives and establish annual operating plan/work priorities.
- C.3 Provide management oversight and technical assistance to staff in the execution of program goals, operating plan and objectives.
- C.4 Develop performance goals, conduct performance reviews and competency assessments, and work with subordinate staff to determine training needs.
- C.5 Create and support programs that assist in the training and development of qualified staff.
- C.6 Provide supervision and management oversight to staff in carrying out responsibilities and establish and promote effective working relationships within the Division and throughout the Department.
- C.7 Provide direction and assistance in the development and implementation of the Department's Equity and Inclusion/EEO and health and safety programs.
- C.8 Comply with the Core, Leadership and Functional Competencies as set forth in the agency's performance management system.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Highly developed leadership and managerial skills.
2. Advanced knowledge of supervisory methods and techniques, including managing and assigning staff, evaluating staff performance, and motivating staff.
3. Ability to lead and participate in group planning and problem solving.
4. Demonstrated abilities in decision making and conflict resolution.
5. Knowledge of organizational development approaches and theories.
6. Knowledge of negotiation and problem resolution techniques.
7. Knowledge of information systems and network and helpdesk support services.
8. Knowledge of data management programs, functions, principles, practices, and standards.
9. Significant knowledge of contract administration and vendor management.
10. Proven ability to learn quickly, synthesize complex information, identify key points and communicate results accurately and effectively.
11. Proven ability to influence others and encourage creative and broad thinking to identify solutions.
12. Extensive knowledge of the relationships between data, business systems, information security, and IT systems, including their application across ETF programs.
13. Excellent organizational skills and ability to prioritize.
14. Commitment to creating and supporting a diverse and inclusive workforce.
15. Proven ability to direct and organize program activities and large projects, manage resources, identify problems, evaluate alternatives, exercise sound judgment, make information decisions, implement effective solutions, and communicate proactively with appropriate stakeholders.
16. Skills in the use of Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook.
17. Excellent written communications skills
18. Excellent oral communication skills
19. Ability to establish and maintain effective working relationships with persons internal and external to the organization.
20. Ability to exercise independent judgment.
21. Knowledge of effective leadership, quality improvement, team- and capacity-building, and related administrative management and supervisory techniques.
22. Knowledge of strategic planning, program planning and management principles.
23. Knowledge of policy development and implementation methods and techniques.
24. Ability to analyze and interpret complex information.
25. Knowledge of collaborative, coordinative and leadership techniques used in promoting positive interactions between teams and other organizations and groups.
26. Knowledge of procurement law, including contract development, negotiation and administration.
27. Ability to establish goals for individuals or groups.
28. Knowledge of strategic planning and goal setting techniques.
29. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.