

Position #035637
Management Information Manager
Chief Information Officer (CIO)

POSITION SUMMARY

This position serves as the Chief Information Officer (CIO) and Director of the Bureau of Information Technology Services (BITS) and reports to the Administrator of the Division of Technology, Security and Data Services (DTSDS). This position has ownership of the establishment and execution of the Department IT strategy and ensures its alignment with ETF business strategy and the delivery of technology capabilities required to achieve business success. As a member of the ETF Agency Management Council and a key participant of the development of strategic initiatives that support the ETF strategic plan, this position participates in and contributes to overall enterprise business strategy development including metric tracking and reporting, and maintaining and managing the IT staffing plan and operating model, bringing current state knowledge and future vision of leveraging information and technology in business model design, and business process management. This position also provides professional technical advice, counsel, assistance and support to other Administrators, Office Directors and the Secretary's Office.

The position partners with the ETF Office of Enterprise Initiatives (OEI) to develop mid and long-range project plans that provide technology automation services, enhancements, maintenance, and operations of our business and administrative applications. In addition, this position ensures that all appropriate project management methods and requirements are utilized within BITS from project request, to inception, team and role selection and resourcing, chartering, execution, reporting, while providing management sponsorship and oversight as appropriate. This position is also responsible for providing strategic and operational development of metrics and key performance indicators (KPI's), including ETF's APM that continually assesses the business value and technical condition of ETF's application portfolio, and partnering with the Chief Data Officer (CDO) to provide integration of data between ETF systems and the data management program.

This position directs and oversees the Development/Quality Management, Development/DBA/Middleware, and IT Solutions Center, BITS Project Management, and Systems Architecture. This position develops, implements, and operates high quality information technology functions on various computer platforms to assure optimum utilization of Department resources; is responsible for brokerage, development, and maintenance of large, complex, custom designed, as well as cloud-based information systems, support of vendor software and technology services, technology feasibility studies, planning, and technical services for office automation; and manages and controls ETF's system application and development plans, methodologies, standards, and procedures.

The CIO works closely and in conjunction with the Chief Information Security Officer (CISO) in the Bureau of Information Security Management (BISM) to ensure that all information technologies and systems are well-secured. This CIO utilizes information security best practices and controls to ensure that member and employer data is well secured, as well as the principle of least privilege to ensure that access to all ETF systems and data is secure. This position is responsible for the Department's user technologies, contract programmer recruitment and supervision, and overseeing the integration of purchased and custom software programs developed by in-house staff or by vendors. The CIO oversees production, and data control services, as well as database administration and data administration in a complex, state-of-the-art, relational database environment. This position is responsible in overseeing the Identity and Access Management environment, maintaining secure access principles and management of all audit requirements related to secure access to systems.

The CIO develops and monitors ETF's technology budget, providing for efficient and cost-effective utilization of technologies and services for various computer platforms including cloud, client/server, mainframe, and desktop systems. Also provides oversight for integration technologies including the API gateway. In addition, this position develops all data processing strategies, plans, policies and procedures and integrates the plans with ETF's business and technology strategic plans and biennial business objectives. The CIO keeps ETF abreast of and, as appropriate, adopts technologies consistent with state-wide initiatives and enterprise standards.

This position serves as chief liaison with the Department of Administration's Division of Enterprise Technology (DET) for all technology services and operations. In addition, this position serves on committees and task forces to provide input into enterprise initiatives such as infrastructure services, security architecture, disaster recovery and business resumption planning, etc. The incumbent will have a commitment to creating a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES:

35% GOAL A: Function as the Agency Chief Information Officer (CIO)

- A1. Consult, advise and initiate action with the Secretary, Deputy, Assistant Deputy Secretary, Division Administrators, Office Directors, and principal users to identify alternatives that take advantage of the most efficient and cost-effective potentials in technology and information and office systems, and prioritize program information needs.
- A2. Consult, advise and initiate action with vendors, technology consultants, and third-party program administrators that provide high value solutions to agency operations and business programs.
- A3. Prepare, implement, and maintain long-range and short-range information technology strategic, tactical and operational plans and develop technology policy which is consistent with agency program and administrative objectives.
- A4. Actively participate on ETF Governance teams including the Agency Management Council (AMC), Information Security Steering Committee (ISSC), Data Governance Council (DGC), enterprise IT groups including ITDC, and the DET Enterprise IT group.
- A5. Coordinate information technology planning efforts and represent Department interests regarding State-wide information technology standards and services provided by DET and other enterprise IT service providers.
- A6. Manage preparation of annual, biennial and project budgets; provide written justification, documents, and oral testimony to acquire technology resources, (personnel, vendors, and technologies - software, cloud services, and hardware) that best meet the information technology needs of the Department (purchase, lease, hire, or other).
- A7. Analyze and interpret legislative policy and benefit plan system design issues; develop administrative rules, standards, and procedures to further enhance the effectiveness of technology, data, and automation services; and propose statutory language changes as a member of ETF's AMC.
- A8. Coordinate information technology plans with Department business and strategic plans and advise the Secretary's Office, and other executive team members on how national and state-wide information technology policies will impact the Department and its programs.
- A9. Provide for a current and continuing program of research and analysis in information technology; and, for using the information in planning, developing and maintaining an effective program.
- A10. Participate and represent the Department on State/National information technology forums such as the State IT Directors Council, DET's Technology Councils, and the Public Retirement Information System Managers (PRISM). Provide input and gain information regarding strategies to coordinate data needs and information technology enhancements that will best serve ETF and WRS participants.
- A11. Represent the Department in appropriate public service forums or activities by serving on advisory groups for WRS employers or annuitant stake holder organizations on information technology issues or speaking to interested groups of citizens or students.
- A12. Provide Department expert testimony for budget hearings and, when appropriate, information technology issues being litigated.
- A13. Respond to internal and external audit findings, implement recommendations or alternatives, or indicate contrary position, speak at the ETF Audit Committee to explain background, findings, and remediation efforts.

35% Goal B: Management of the Information Technology Services for the Agency, including development, middleware, quality management, service support, and technical architecture.

- B1. Establish the BITS direction for the management of information technology services.
- B2. Provide management oversight, leadership, coaching and guidance to the BITS management team and Technical Architects.
- B3. Provide management oversight and sponsorship for IT projects and initiatives. Report and present on information technology project plans and progress, service levels, utilization of personnel and equipment, system incidents and change activities, and financial performance.
- B4. Hold regular status meetings with BITS managers, team leads, and other staff, as appropriate, to ensure ETF's strategic, tactical and operational needs are being met and that issues are being resolved in a timely manner.
- B5. Oversee the administration of IT applications and infrastructure systems in production, test and operations environments in coordination with the Deputy Bureau Director.
- B6. Manage analysis, modeling, administration and requests for information on various Department hardware platforms, using a variety of software.
- B7. In partnership with the ETF CISO, oversee the administration of data and user security administration, and procedures for securing various Department hardware platforms using a variety of software in coordination with the Deputy Bureau Director. Assure that data is protected from destruction, loss, unauthorized access, or modification.
- B8. In partnership with the ETF CDO, provide resources and guidance necessary to data management and integration, business intelligence and analytics, and participate strategically and tactically in data governance.
- B9. Maintain responsibility for cloud services and hardware/software evaluations, support and recommendations. Assure production, system, test and operational environments on multiple platforms meet Department needs and requirements.
- B10. Oversee the review and assessment of application, architecture, and system maintenance and enhancements including feasibility studies and cost/benefit analyses.
- B11. Oversee research and development projects to provide direction and coordinate implementation of technology beneficial to the Department.
- B12. Administer department-wide contingency plans for business interruption and disaster recovery in coordination with state-wide plans in conjunction with the COOP Team.
- B13. Create standards and procedures to support ETF policies that protect the privacy of individuals whose records are in machine readable form as required by law and Department policy.
- B14. Coordinate and integrate information system software and data capabilities with outside parties while maintaining data integrity and information confidentiality.
- B15. Develop and implement IT policies and procedures. Provide necessary hardware and software support to users in managing and programming applications and in obtaining adequate user training. Direct the management of the ETF Helpdesk.

15% GOAL C: Staff Supervision and Management.

- C1. Establish the Bureau organizational structure; organize and appoint standing or ad-hoc work groups and committees for purposes of communication, coordination, technical evaluations, and other special purposes.
- C2. Develop and maintain an IT workforce with the appropriate mix of business knowledge, technical skills and competencies that balance the needs between growing the agility required to achieve Agency business objectives and ensuring the core IT functions are reliable, stable and efficient.
- C3. Supervise Bureau staff, including day to day activities and priorities, hiring and retention strategies, work assignments, performance evaluation, discipline, and resolving grievances.
- C4. Maintain basic knowledge of all Department internal and external administered programs offered to members of the WRS and be able to recognize potential for improvements through advanced technology or revised/combined systems or configurations.
- C5. Implement and administer appropriate Department, Division and Bureau affirmation action goals and health and safety. Assure principles are carried out in relation to hiring, training, reclassification, promotion and retention of employees; annual evaluation of supervisors and personnel.
- C6. Comply with the ETF managerial standards and core competencies.

15% GOAL D: Other duties as assigned.

- D1. Maintain a currency on new technologies and platforms and provide direction on what emerging technologies to be assimilated, integrated and introduced within the agency to ensure IT capabilities respond to ETF business strategy.
- D2. Maintain a program of personnel development through appropriate training, selected reading, vendor presented conferences, and seminars as attendee and participant.
- D3. Coordinate Department technology activities with other agencies.
- D4. Lead and participate on special projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of and skill in strategic, business, information technology, and budgetary planning techniques for resource utilization, including feasibility and cost benefit analysis.
2. Excellent oral and written communication skills, and other interpersonal communication skills and techniques to negotiate, prepare and present complex information technology plans and proposals in plain language.
3. Exceptional leadership skills with the ability to develop and communicate an IT vision that inspires and motivates IT staff towards action and valuable outcomes and aligns to the business strategy.
4. Effective influencing and negotiation skills in an environment where resources may not be in direct control of this role.
5. Excellent analytical, strategic conceptual thinking, systems thinking, strategic planning and execution skills.
6. Leadership, human relations and other administrative and supervisory skills to develop excellent business partnerships, and coordinate and manage information technology hardware, software and personnel.
7. Ability and skill to develop and execute a strategic people plan that ensures that the right people are in the right roles at the right time and that employees are engaged and satisfied.
8. Thorough knowledge of current and emerging technologies and how other enterprises are employing them to drive digital business and how they may be applied to the enterprise to ETF.
9. Ability to identify and leverage resources internally and externally to ETF to enhance capabilities that drive ETF business objectives.
10. Ability to drive organizational change and build capabilities that effectively balance the needs between continuously exploiting capabilities to optimize operational efficiency and delivering innovative and agile IT solutions to enable the business to explore business opportunities.
11. Knowledge of the principles of modern management and leadership techniques and their applicability to information technology specialties such as computer science, project management, and data processing operations on a variety of technology platforms.
12. Knowledge of system IT methodology procedures, tools and standards, including documentation requirements and system testing techniques.
13. Knowledge of system hardware and software requirements used in a variety of modern business applications, including: data record keeping and retrieval, office automation, interfaces with STAR ERP and administrative systems, statistical analyses and program results.
14. Knowledge of the principals of application development methods such as Agile and DevOps, and technologies such as COBOL, Java, DB2, and SQL.
15. Knowledge of contingency planning, including disaster recovery practices and procedures. Information security practices and procedures including software utilized for security in a wide variety of applications on different hardware and cloud-based platforms.
16. Ability to understand and comply with all ETF and enterprise security standards, policies, processes and procedures.