

State of Connecticut
Department of Social Services
Job Opportunity
**INFORMATION TECHNOLOGY MANAGER 1
(CENTRAL OFFICE)**

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Posting Date: January 23, 2012

Closing Date: February 3, 2012

The Department of Social Services is presently accepting applications for one (1) Information Technology Manager 1 in our Information Technology Division in our Hartford Central Office.

Open To: Public

Location: 25 Sigourney Street, Hartford, CT 06106

Position: Information Technology Manager 1
Position Number # 100098

Hours: 40 Hours Per Week

Salary Range: (MP-66) \$85,099.00 - \$109,159.00

Bargaining Unit: (02) Managerial

***NOTE: This position resides in the Business Application Development area of the Information Technology Division at the Department of Social Services**

General Knowledge: The Department of Social Services is seeking a results-oriented team player with strong management skills for an Information Technology Manager 1 position assigned to the Information Technology Services (ITS) Division. Candidates must have the ability to manage competing priorities and diverse technology projects and functions.

Preferred Skills and Ability: Preference will be given to persons with the following experience and qualifications:

- Strong project management and project coordination skills utilizing industry standard System Development and Project Management Methodologies.
 - Results oriented and quality focused, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, as a means to continuously improve unit performance as well as maintain technical currency.
 - Ability to communicate effectively at all levels of an organization, that is, with executive management, business and project managers, application developers, programmers, and technical support; building coalitions in pursuit of common goals.
 - Demonstrated ability to work independently with external entities in resolving critical interface issues in a timely, professional manner.
 - Teambuilding, including the ability to resolve conflict, communicate effectively, train employees, recognize performance and foster diversity and teamwork.
 - Ability to lead change, to innovate, and to solve problems creatively and strategically
-
- Operational knowledge of network computing, n-tier client/server and distributed technical architectures, project release and configuration management.
 - Knowledge of and experience with enterprise content management and workflow tools/solutions
 - Knowledge of and experience with call center and IVR tools/solutions
 - Knowledge of and experience with HHS web applications and portals
 - Knowledge of the Department of Social Services organization and program delivery as well as the State of Connecticut EWTA standards

Duties and Responsibilities: This position will be responsible for developing, planning, directing, coordinating and supporting activities for projects within the Information Technology Services (ITS) division. Responsibilities will include, but are not limited to, the management of the department's modernization project incorporating Web Services, Document Management, and Call Center technologies. This position will work closely with agency business, DSS IT management, and the Department of Administrative Services, Bureau of Enterprise Systems and Technology (BEST) resources to identify opportunities for the application of technology to meet the agency's business needs. This position will develop plans, priorities and manage projects to support legislative mandates and agency initiatives often with aggressive timelines and deliverables. This position will coordinate with BEST on the use of technology, technology standards and the effective and efficient delivery of BEST services to the agency. This position will assist Senior Management with monitoring the agency's ITS division operating budget, including the acquisition of hardware, software, maintenance and other services. This position will direct the activities of the state systems developer staff as well as contractor staff. This position will include the developing of systems plans to define and prioritize development projects, monitor implementation schedules and projects, and take corrective action as necessary.

Other related responsibilities include: Manage the customer support function to ensure a high level of customer satisfaction. Work with users to identify business requirements; develop solutions to business requirements and direct implementation and testing. Oversee the development and revision of internal operating procedures. Direct the assignment and training of employees; undertake special projects and prepare appropriate reports. Act in consultant capacity on systems risks, issues, and problems

General Experience: Requirements at this level consist of ten (10) years of experience in IT project management, computer or network operations, production control, systems development, information technology analysis and planning.

Special Experience: Three (3) years of the General Experience must have been in a lead capacity.

Note: For State Employees this is interpreted to be at, or above, the level of an Information Technology Analyst 3.

Substitution Allowed:

1. College training in computer science, information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.
2. A Master's Degree in computer science, information systems or a closely related field may be substituted for one (1) additional year of the General Experience.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete and forward and complete a State of Connecticut Application for Examination of Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services Website at: www.das.state.ct.us/exam/default.asp#APPLICATION FORMS. Please mail your completed **State of Connecticut Application for Examination or Employment (CT-HR-12), a resume and 3 references, complete with contact information to:**

Kelly Geary, Principal Human Resources Specialist
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106

APPLICATIONS MUST BE RECEIVED FRIDAY, FEBRUARY 3, 2012, CLOSE OF BUSINESS
An Equal Opportunity / Affirmative Action Employer