

JOB DESCRIPTION

TITLE: Director III
AGENCY TITLE: Director Information Technology
AGENCY: Credit Union Department -- State of Texas
CLASS NUMBER: 1622
GROUP: B28
FLSA: Professional Exempt
REPORTS TO: Commissioner

OVERVIEW

Performs highly advanced (senior-level) managerial work organizing, planning, directing, and controlling all of the Department's information technology systems and strategic support services, including information technology systems, data automation, computer operations, human resource services, procurement, contracting, and property management services. Work involves developing and revising policies and procedures; establishing priorities, standards, and measurement tools for determining progress in meeting goals; coordinating and evaluating program area activities; and ensuring the successful implementation of SharePoint Online for Office 365 solutions across the agency. Accountable for future technology innovations and disaster recovery planning and mitigation strategies. Plans, assigns, and supervises the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for management and configuration of the Department's SharePoint Online for Office 365 system, including assessment and implementation of new capabilities.
2. Lead, manage, and coordinate the Department's regulatory and reporting applications, including managing capacity, performance, and availability of the solutions and their compatibility with the Department's SharePoint Online for Office 365 system.
3. Recommend and develop the Department's information technology plan to support Department's objectives.
4. Ensure appropriate configuration, support and maintenance of information and communication technology.
5. Direct implementation and execution of new/upgraded information technology, network infrastructure and SAAS.
6. Use project management practices to ensure communication and successful conclusion of IT projects.
7. Develops IT policies, standards, practices and security measures to ensure effective and consistent information processing operations and to safeguard information resources.
8. Responsible for the development, review and testing of all back-up and disaster recovery procedures and plans for information technology and strategic support services.

9. Responsible for lifecycle management, and procurement of software and hardware assets, and SAAS.
10. Responsible for managing relationships with key IT service providers of managed services, hosted services and SAAS.
11. Responsible for IT training program that provides operation assistance to Department staff in the efficient use of information technology, including Department computer security controls and procedures.
12. Regulates and reviews access to computer data files and prevents unauthorized modification, destruction, or disclosure of information.
13. Prepares annual and longer-term information technology plans and related budgets.
14. Coordinates and communicates with the Texas Department of Information Resources on compliance with statutes related to information technology and serves as the Department's Information Resource Manager (IRM).
15. Provides direction and oversees the operational and reporting activities relating to human resources, procurement, contract management, facilities management including the Department's Capital Improvement Plan.
16. Directly supervises and evaluates assigned staff to assure attainment of designated goals, operation within statutory authority, fulfillment of statutory responsibilities, compliance with internal policies and procedures, and enforcement of applicable laws and rules.
17. Proactively identifies, recommends and/or implements process improvements and departmental efficiencies.
18. Serves as the Department's SORM Primary Risk Manager, overseeing and reporting on the Department's risk and security programs, the Department's annual safety inspection, and the SORM annual site visit.
19. Oversees the implementation of building and computer system security plans with agency personnel and outside vendors, including adherence to documented processes and procedures and monitoring.
20. Performs other work as assigned.

QUALIFICATIONS

- Graduation from an accredited four year college or university with major course work in computer science, information systems or equivalent education and experience, along with advance technical or managerial credentials.
- Experience in the management and direction of a program relevant to the position.
- Knowledge of computer and/or network systems, applications, procedures and techniques.
- Functional expertise in supporting Microsoft Software including Office 365 and SharePoint Online features and services.
- Skill in establishing plans and setting objectives and goals that support an overall business strategy.
- Ability to direct and organize program area activities; to establish program area goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to develop and evaluate policies and procedures; to

prepare reports; to communicate effectively; and to plan, assign, and supervise the work of others.

PREFERRED QUALIFICATIONS

- At least five years of similar or related experience.
- Experience administering SharePoint 2007/2010/2013/SharePoint Online for Office 365.
- TS, ITP, MCSE or other MS Certification.
- Experience in troubleshooting technical problems involving software and operating systems.
- Experience in managing and maintaining an Information Security Program.
- Experience in managing IT projects with project management processes.
- Experience in managing service providers.
- Experience with State procurement processes and procedures.
- Knowledge of business and management principles involved in strategic planning, budgeting, financial principles, and leadership techniques.
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Excellent verbal and written communication skills.
- Three (3) years supervisory experience.

SPECIAL REQUIREMENTS

- Consistent with the Immigration Reform and Control of 1986 and other applicable laws, all offers of employment are contingent upon the candidate having legal authorization to work in the United States. Individual selected for this position are subject to an employment eligibility check through e-verify.
- Final applicants must possess or obtain within six months a valid Texas Driver's license. Satisfactory driving records are required for driving any vehicle to conduct agency business.
- Final applicants may be subject to an employment credit check, driving record check, and criminal background check. This position requires that the incumbent demonstrate strong personal financial responsibility and integrity.
- All males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement.
- The Department is a non-smoking Agency. Smoking is not permitted in agency offices.
- The position may require additional work hours including evenings, weekends, and/or holidays to meet deadlines.