Come join our team! We are always eager to meet, connect and build success with new talent in our industry.

We are currently offering a Hybrid work environment (based on business needs) and a pension.

This position requires proof of full vaccination of COVID-19 prior to the first day of employment, absent need for medical and religious accommodation or other exception allowed by state or local law. You must meet the PA residency requirement. Applicants must be authorized to work for ANY employer in the U.S. We are unable to sponsor or take over sponsorship of an employment Visa at this time. We look forward to meeting you and building success together.

**Job Purpose**

The Director of Information Technology & Data Services is responsible for the Agency’s service strategy, operation, design, transition, and support which includes overall IT strategy, daily operations, and reporting. This role provides oversight and leadership for system requirements gathering, development, infrastructure, system administration, technology support, vendor relationship management, testing, reporting and business relationship management with a focus on quality service delivery to the business units and an alignment to enable business priorities.

Responsibilities also include the development and enforcement of the IT Division’s policies and procedures, the implementation and maintenance of all aspects of the IT functions within the Agency and ensuring all systems necessary to support the operations and objectives are effective, efficient, and secure.

**Essential Functions**

1. Lead and oversee the IT department, providing strategic direction, guidance, and support to a team of IT professionals.
2. Coaches, mentors, and develops direct reports and provides the strategy and delivery for recruitment of highly qualified professionals to support the Agency.
3. Develop and implement IT strategies, policies, and procedures to ensure the efficient and effective use of technology resources in support of the Agency’s goals and objectives and regulatory compliance within the scope of IT.
4. Develop and maintain the Agency’s Disaster Recovery plan.
5. Manage and support the implementation, maintenance, and optimization of cloud ERP and other cloud applications within the organization.
6. Promote, justify, and drive the vision for modernizing and maintaining a secure, scalable, and highly available technology footprint that supports maximum delivery of service and capability.
7. Oversee the management and administration of Microsoft 365, including Exchange Online, SharePoint Online, Teams, and other relevant tools.
8. Ensure the stability, availability, and security of the organization's infrastructure, including servers, networks, storage, and data centers.
9. Drive virtualization initiatives and manage virtual desktop infrastructure (VDI) to enhance operational efficiency and flexibility.
10. Develop and implement comprehensive IT security programs, including policies, procedures, and tools, to protect the organization’s data and systems from threats and vulnerabilities.
11. Analyze business processes, functions, and management information needs and seek new and more effective system solutions. Break down business needs and organize them into technical support tasks.
12. Maintain a business-focus culture based on user-centric design.
13. Ensure proper application lifecycle management to include governance, design, development, testing, deployment, change support and maintenance.
14. Collaborate with other divisions and stakeholders to identify technology needs, evaluate solutions, and provide strategic recommendations to support Agency’s goals and objectives.
15. Manage IT staff including hiring, training, evaluation, guidance, and discipline.
16. Build, maintain and integrate databases that provide the structure for data analysis and business insights to adequately address business needs.
17. Apply best practices for storage, organization, cleaning, and mining of data.
18. Develop and implement procedures for effective data management.
19. Manage vendor relationships performance evaluation and ongoing vendor management.
20. Stay up to date with emerging technologies, industry trends, and best practices in IT management and security.
21. Work in collaboration with the Transformation Management Office on Strategic 3P (people, process, platform) projects and supporting project management methodologies and procedures.

**Education/Work Experience/Skills**

**Education:** Bachelor’s degree in information technology, Computer Science and/or Business Administration with a Master’s degree in a related field preferred.

**Experience:** 15 (fifteen) years of related IT experience, with at least 7 years of supervisor experience preferably within state government agencies or financial services.

**Knowledge/ Skills:**
• Proven experience in consistently achieving results, even under tough circumstances.
• Strong interpersonal skills to balance expectations with business requirements.
• Demonstrated leadership, supervisory, planning and change management skills.
• Leads with an innovative and continuous improvement mindset; able to call on business sense and analytical skills to develop new ideas and solutions.
• Comfort in working with senior management and employees at all levels.
• Strong expertise in cloud ERP and other cloud applications, Microsoft 365 administration, infrastructure management, virtualization, and virtual desktop infrastructure.
• Extensive knowledge of IT security principles and best practices, including experience in implementing and managing security programs.
• Solid understanding of IT governance frameworks, such as ITIL or COBIT.
• Demonstrated leadership skills with the ability to effectively manage and motivate a team of IT professionals.
• Excellent problem-solving and decision-making abilities, with a focus on delivering innovative and practical solutions.
• Strong project management skills with the ability to prioritize and manage multiple initiatives simultaneously.
• Exceptional communication and interpersonal skills, with the ability to collaborate effectively with diverse stakeholders.
• Relevant certifications, such as CISSP, CISM, ITIL, or PMP, are highly desirable.
• Experience with AS/400, LSAMS, SQL and AS/400 Query a plus.

Travel

☐ None  ☐ Light  ☐ Frequent  ☐ Other:

Working Conditions

Physical Demands:  ☐Lifting/Carrying  ☐Walking  ☐Sitting  ☐Standing  ☐Other