STATE OF SOUTH CAROLINA
Department of Health and Human Services
1801 Main Street, Suite 1100
Columbia, SC 29201

http://www.jobs.sc.gov

INVITES APPLICATIONS FOR THE POSITION OF:
Deputy Chief Information Officer for Information System Operations

An Equal Opportunity Employer

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OPENING DATE: 03/09/18  CLOSING DATE: 05/09/18 05:00 PM

JOB TITLE: Deputy Chief Information Officer for Information System Operations  CLASS CODE: UA03

POSITION NUMBER: 61047510

STATE SALARY RANGE: Salary: Negotiable  AGENCY HIRING RANGE - MIN:

AGENCY HIRING RANGE - MAX:

LOCATION: Richland County, South Carolina

JOB TYPE: Temporary Grant - Full-Time

NORMAL WORK SCHEDULE: Monday - Friday (8:30 - 5:00)

RESIDENCY REQUIREMENT:
RESIDENCY REQUIREMENT SPECIFICS (IF ANY):

AGENCY SPECIFIC APPLICATION PROCEDURES:
All applicants must apply online.

JOB RESPONSIBILITIES:
The South Carolina Department of Health and Human Services (SCDHHS or "the agency"), through its Office of Information Management (OIM), is replacing its legacy, mainframe-based information systems with a distributed computing solution. This new Medicaid Enterprise System (MES), based on a service-oriented architecture (SOA), conforms to Medicaid Information Technology Architecture (MITA) version 3.0 modularity standards. The MES is designed to disperse core information system functions--including member eligibility, provider management, prior authorization, and claims processing--across multiple subsystems. Each subsystem is implemented and operated by specialized teams that provide integrated application, infrastructure, and operations solutions ("Medicaid-as-a-Service").

The MES is one of the largest and most complex IT and Operations transformation efforts in the history of South Carolina state government. The results will have a dramatic impact on the
work of thousands of DHHS Medicaid staff, the service delivery of more than 45,000 Medicaid providers, and the lives of more than 1.1 million Medicaid beneficiaries. SCDHHS is seeking experienced, qualified, and highly motivated leaders to ensure the success of this transformation initiative within an extremely ambitious three-to-five-year time frame.

The Deputy Chief Information Officer ("Deputy CIO" or "Deputy") for Information System Operations is a new position that will serve as the operational leader for the Information System Operations (ISO) division of OIM. Reporting directly to the agency CIO, the Deputy will join a small team of OIM technology and operations leaders charged with executing the transformation strategy articulated by the CIO and the federal Centers for Medicare and Medicaid Services (CMS). Working together, transformation leadership team members shall conduct all functional planning, operations management, project oversight, progress monitoring, risk management, and issue remediation activities necessary to ensure a smooth transition to the Medicaid-as-a-Service model. Performs fundamental supervisory and leadership functions in accordance with Department policies and procedures, best practices and Federal and State rules and regulations, especially with regard to Equal Employment Opportunity Commission (EEOC) standards. Maintains an effective organizational team and motivates diverse staff to accomplish mission critical operations and objectives. Promotes workforce engagement. The Deputy CIO for ISO is directly responsible for developing, operating, and incrementally improving a catalog of Information Technology Service Management (ITSM) and software development lifecycle (SDLC) services supporting system integration (SI); solution design, development, and implementation (DDI); and system operations and maintenance (O&M) activities. The articulation of these services shall adhere to ITSM and MITA 3.0 principles. While the ISO service catalog is expected to mature, initially it shall include the following service categories:

- Transition Planning and Support
- Solution Architecture
- Change Management
- Service Asset and Configuration Management
- Service Validation and Testing
- Release and Deployment Management
- Evaluation Services
- Event, Incident, and Problem Management
- Access Management
- Application Management
- Vendor Relationship Management
- MITA Certification

The Deputy CIO for ISO will work with other transformation leadership team members to ensure that all ISO service categories and services are comprehensive, mission-focused, and can be implemented in an efficient and cost-effective manner. The Deputy CIO for ISO is expected to oversee a discrete set of SDLC models, used to rapidly scope and deploy solutions for specific SI, DDI, and O&M projects sponsored by OIM. Each of the services in the ISO service catalog will have key performance indicators (KPIs) measuring the effectiveness of service operations management and outputs. These KPIs shall be monitored as part of an agency-wide performance improvement effort, and the Deputy shall participate in this monitoring process to support continuous service improvement (CSI) efforts within ISO. The Deputy shall also participate in agency-wide data management efforts and collaborate with agency executives focused on health outcomes and related financial research and data analytics. The Deputy CIO for ISO shall maintain an effective organizational team and create a performance-driven climate to motivate staff to accomplish mission critical operations and objectives. This includes promoting workforce engagement, supporting and directing innovation, and performing all fundamental supervisory functions in accordance with Equal Employment Opportunity Commission (EEOC) standards. The Deputy shall set high expectations for customer service within ISO--for internal and external customers as well as vendor relationships--and model behavior accordingly. The Deputy CIO for ISO shall manage an efficient and cost-effective organization that demonstrates viable financial practices according to the OIM annual budget, contracts administration requirements, and state procurement standards. The Deputy shall participate in strategic planning and advise the CIO and agency executives on technology and operations decisions and their business and budget impacts. The Deputy shall be a key stakeholder in the OIM transformation governance process, ensuring that project oversight and OIM steering committee decisions about infrastructure, network, and security investments are
fully informed and represent the best value to SCDHHS and the taxpayers of South Carolina. The Deputy CIO for ISO shall stay current with new and emerging technologies and practices related to various SDLC models and their application, SOA and architecture review/governance, project execution and progress tracking, enterprise-level solutioning, relational and non-relational databases, enterprise service bus (ESB) and enterprise data warehouse (EDW) implementations, and multi-vendor integration (MVI) practices. The Deputy shall maintain current knowledge of government health program and payor program issues and develop and maintain effective relationships with CMS to ensure success of the transformation initiative. The Deputy CIO for ISO shall also maintain effective relationships with the engagement and project managers of vendor organizations providing SI, DDI, and O&M services for OIM.

**MINIMUM AND ADDITIONAL REQUIREMENTS:**

The candidate must have earned at least a Bachelor's degree (master's preferred) in a relevant discipline, such as computer science, engineering, information systems, application development, business administration, or public administration. All degrees must be from a higher education institution recognized by the US Department of Education and Council for Higher Education Accreditation (CHEA). The candidate must have at least 10 years' experience in information technology implementation and management, with at least five years' experience in an IT director or executive role. SCDHHS may accept an equivalent combination of education and relevant direct experience to meet the minimum requirement.

Must have and maintain a valid driver's license.

**Additional Requirements:**

Occasional overnight travel.
Requires holder to drive routinely overtime and/or weekend work with Deputy approval.
Lifting Requirements: 15 lbs.
Some in-state and out-of-state travel required. Must be able to work beyond scheduled work hours.

**PREFERRED QUALIFICATIONS:**

The candidate should have experience leading teams and/or organizations through significant process and technology transformation. This includes the ability to improve operational efficiency, service delivery, and information management across an organization. The candidate should have exceptional project management skills including the ability to manage multiple projects in a cross-functional environment. The candidate should have expertise in budget planning, financial management, and resource management (including the ability to develop cost-effective approaches to organizational needs). The candidate should have the ability to communicate effectively, in both written and oral forms, and to articulate complex technology and operations solutions in business terms.

The candidate should have experience with directing complex SI and DDI projects that include the coordination of DDI and O&M efforts from multiple technical teams and vendors. The candidate should have experience implementing and/or managing enterprise-level security, especially in environments with highly sensitive data such as financial, insurance, and health care. Experience in the development of enterprise-wide architecture and related technology systems governance is critical. The candidate should demonstrate experience with several infrastructure and networking service models—including commercial and/or private cloud services—and their application to solution implementation and application development projects. Experience in health care information technology, including insurance, hospitals, or health care but especially public sector health—Medicaid, Medicare, Tricare— is a plus.

The candidate should demonstrate an extreme focus on translating strategy into action and achieving measurable results in a dynamic environment. This position will entail rapid implementation of strategy and tactics to meet the goals of the transformation initiative, demonstration of progress toward goals at key milestones, and the ability to quickly modify or change strategies/tactics if milestones are not met. The candidate should be prepared to offer examples of the above during the application and interview process.
Deputy Chief Information Officer for Information System Operations Supplemental Questionnaire

* 1. The responses you provide to these Supplemental Questions will be used in combination with your application to determine whether you meet the minimum qualification requirements. Failure to provide detailed and complete information may result in your application being rejected. Any misrepresentation or omissions will result in your disqualification from employment and/or termination. When applying for this position, I understand that I must thoroughly complete the Education and Work Experience sections of my application and the Supplemental Questions. Please do not submit a resume in place of completing the Education, Work History and Supplemental Questions. This includes a detailed description of each position that I feel qualifies me for the job I am seeking. I have read the above statement and understand that failure to provide sufficient detailed information may result in my application being rejected. I also understand that I may not submit resumes in lieu of filling out the application or answering the Supplemental Questions. I acknowledge that I have read, understand and agree with the above.

☐ Yes  ☐ No

* 2. Do you have at least a Bachelor's degree (master's preferred) in a relevant discipline, such as computer science, engineering, information systems, IT architecture, business administration, or public administration and at least 10 years' experience in information technology implementation and management, with at least five years' experience in an IT director or executive role?

☐ Yes  ☐ No

* 3. Describe an episode in your career in which you led an organization through a major information technology transformation initiative. What was the intended impact of the transformation? What was the process you used to achieve transformation? How did you measure success? Did you achieve success?

* 4. Describe a system integration or application development project for which you were directly responsible that failed. Why did it fail? How did you remediate the situation? What was the result?

* 5. Describe your experience managing a SDLC-focused service catalog. How were the services organized and expressed? How did you measure service performance/service level agreements (SLAs)? How did you achieve incremental improvement of services?
* 6. If you were selected as the Deputy CIO for ISO, what innovations, improvements, and successes should the agency expect in your first three years on the job?

* 7. Please provide driver's license # and state of issue.

* 8. Have you ever been an employee of the SC Department of Health and Human Services? If yes, please list the department and your supervisor.

* 9. Have you ever been employed with the State of South Carolina?
   - Yes   - No

* 10. How did you hear about this position?
   - ☐ SCDHHS Website
   - ☐ jobs.sc.gov
   - ☐ Career Fair(s)
   - ☐ Information Session(s)
   - ☐ SCDHHS Employee
   - ☐ Friend
   - ☐ Job Ad(s)
   - ☐ Social Media
   - ☐ Higher Education Resource(s)

* 11. If you learned of this posting from a SCDHHS employee, please list his/her name.

* Required Question