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 Operating Officer for Enterprise 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 Operating Officer for Enterprise Operations
CLASS CODE: UA03

POSITION NUMBER: 61023598 SLOT NUMBER:

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 (SCDHS 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 Operating Officer ("Deputy COO" or "Deputy") for Enterprise Operations is a new position that will serve as the operational leader for the Enterprise Operations (EO) division of OIM. The EO division is responsible for enforcing executive strategy across all agency business units for data governance, project management, quality assurance, and program improvement/business process reengineering. 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 COO for EO is directly responsible for developing, operating, and incrementally improving a catalog of data, analytics, reporting, program improvement, project management, and quality assurance services. The articulation of these services shall adhere to both Information Technology Service Management (ITSM) and MITA 3.0 principles. While the ISO service catalog is expected to mature, initially it shall include the following service categories:

- Service Catalog Management
- Requirements Management
- Business Solution Design
- Quality Assurance
- Service Review
- Process Evaluation
- Quality Management
- Return on Investment/Strategy Support
- Project Management
- Business Process Re-engineering
- Data Governance
- Master Data Management/Data Integrity
- Enterprise Reporting
- Operations Performance Monitoring and Metrics

The Deputy COO for EO will work with other transformation leadership team members to ensure that all EO service categories and services are comprehensive, mission-focused, and can be implemented in an efficient and cost-effective manner. The Deputy COO for EO is expected to prioritize the catalog of enterprise data services (EDS) for development by the Information Systems Operations (ISO) division of OIM, provide high-quality data and data delivery services to all other agency business units, support agency-sponsored projects through a Project Management Organization (PMO), and ensure continuous service improvement across all agency service catalogs through process improvement consulting and quality assurance. Each of the services in the EO 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 EO. 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 COO for EO 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 EO—for internal and external customers as well as vendor relationships—and model behavior accordingly. The Deputy COO for EO 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 COO 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 COO for EO shall stay current with new and emerging technologies and practices related to relational and non-relational databases, master data management, enterprise data warehouse (EDW) implementations, business intelligence services (BIS), analytics and reporting, program improvement initiatives, and project and program governance. 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 COO for EO shall also maintain effective relationships with the Deputy Directors, Program Managers, Business Owners, and subject matter experts (SMEs) who represent the user groups for OIM services throughout the agency.

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 data management, program improvement, and analytics projects for both system integration and government health programs. The candidate should have experience managing these initiatives 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.

**ADDITIONAL COMMENTS:**

Please complete the State application to include all current and previous work history and education. *A resume will not be accepted nor reviewed to determine if an applicant has met the qualifications for the position. Supplemental questions are considered part of your official application for qualification purposes.* All applicants must apply on line. All correspondence from the Office of Human Resources will be through electronic mail.

This position is located in the Office of Information Management, Richland County.

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<tr>
<th>APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:</th>
<th>Job #61023598</th>
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<tbody>
<tr>
<td><a href="http://www.jobs.sc.gov">http://www.jobs.sc.gov</a></td>
<td>DEPUTY CHIEF OPERATING OFFICER FOR ENTERPRISE OPERATIONS</td>
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Deputy Chief Operating Officer for Enterprise 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 program improvement or process 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 major, organization-wide transformation initiative 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 service portfolio focused on program governance and quality improvement. 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. How would you support data-driven decision making across all SCDHHS business units?

* 7. 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?

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

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

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

* 11. 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)

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

* 13. What is your date of birth to include the year? (This information is gathered for the purposes of criminal record checks only and will not be forwarded to the hiring authority. The SCDHHS is an equal employment opportunity employer.)

* Required Question