Arlington County

IT PROGRAM MANAGER

SALARY	LOCATION	JOB TYPE	JOB NUMBER
$109,990.40 - $167,918.40 Annually	Arlington, VA	Full-Time Permanent	1040-24B-DHS-NP
DEPARTMENT	**DIVISION**	**OPENING DATE**	**CLOSING DATE**
Department of Human Services	DHS Information Systems	07/28/2023	Continuous

Position Information

Are you a customer service-oriented technology manager with a background in design, development, and production support of custom developed applications?

The [Department of Human Services](#) (DHS) is seeking a hands-on **IT Program Manager** to provide day-to-day guidance, performance management, project management and mentoring for the Applications Development Team. This position will manage the Applications Development Team to custom-built complex applications that manage client and financial information including HIPAA compliance, key financial operations, reporting, and integration with various local, state, and federal systems. Additionally, this position will lead business requirement gatherings and analysis, review systems architecture and design against business requirements and goals, and gain business partnership agreements to move forward.

 Specific duties include:

- Automating the purchase of services for Virginia Department of Social Services programs;
- Creating new tools and perspectives on the DHS model for integrated services;

- Establishing and maintaining industry best practices for all areas of software development and support, assuring products delivered to the business are appropriately secure, usable, scalable, extensible, and reliable;
- Creating a climate of continuous learning and development for team members;
- Developing and executing strategies for the sustainability of the team and services to ensure the optimal use of staff and contract resources as well as succession planning;
- Managing daily operations and support; providing prompt resolution of all user issues affecting production;
- Managing software patches and upgrades, scheduled and unscheduled maintenance, testing, performance monitoring and tuning, documentation, integration with other systems, etc;
- Coordinating Windows OS, MS SQL, hardware and virtualized machine upgrades with the Department of Technology Services for all DHS related systems;
- Planning and prioritizing application change / enhancement requests to best meet DHS goals;
- Developing project plans that communicate objectives, deadlines, and costs to line of business, technical staff, and third parties (other IT support, vendors);
- Managing the triple constraints of time, cost, and scope for the team (across multiple projects, divisions, and priorities); and
- Developing and applying functional knowledge of DHS client service delivery;

The successful candidate will demonstrate the following:

- Strong project and task management skills;
- Effective oral and written communication skills to gather information regarding business needs, generate reports and engage, influence and articulate technical business issues and solutions to a variety of stakeholders;
- Excellent analytical, problem solving and decision-making skills within functional and technical areas;
- Effective people management and hands-on technical skills demonstrating the ability to lead a team of specialists utilizing best practices in application management and support services; and
- Proven ability to interpret functional/business requirements into technical options and solution designs/architectures, as well as timelines and costs for implementation, including deployment recommendations.

Selection Criteria

Minimums:

- Bachelor's degree in software engineering, computer science, information systems or related field; and

- Significant and progressively responsible experience as a technical practitioner (software or database development) in custom software development in a .NET (desired) and SQL Server (required) environment which included managing large IT programs from beginning to completion and coordinating or supervising the work of others.

Substitution: Relevant work experience may substitute for the degree requirement on a year-for year basis.

Desirables: Preference may be given to candidates with the following:

- Experience of technical team leadership including translating functional requirements into technical options and implementations;
- Significant project management experience through the systems development lifecycle;
- Demonstrated knowledge of change management and support of a major application in production, including job scheduling and operational alerts;
- Functional experience in automating financial processes and systems; and/or
- Ability to upgrade, troubleshoot and implement new systems/applications.

To apply please complete an application at [Job Opportunities | Arlington County Government Jobs](#)