



❖ **Position Summary:**

Deputy State Chief Operations Officer, Division of State Technology

The Division of State Technology (DST) is currently seeking a Deputy Chief Operations Officer to join the State Data Center leadership staff. This position requires the coordination of all service bureau and functional area activities of the State Data Center to demonstrate alignment with DST and the State CIO's goals and objectives. The Division of State Technology is a service organization and the position requires strong interpersonal and leadership skills in addition to a proactive approach to addressing customers' requirements and expectations.

❖ **Pay Range:**

\$90,000 - \$100,000

❖ **Organization Background:**

The Florida Department of Management Services (DMS) is a customer-oriented agency responsible for managing the various business and workforce-related functions of state government. Under the direction of Governor Ron DeSantis and DMS' Executive Leadership Team, the agency oversees the real estate, procurement, human resources, group insurance, retirement, telecommunications, private prisons, fleet, and federal property assistance programs utilized throughout Florida's state government. DMS is relied upon to establish, maintain, and improve the business processes used by state employees to create a better, not bigger, government. DMS facilitates the delivery of these programs and services and provides tools and training to bolster the efficiency and effectiveness of the state's workforce. It is against this backdrop that DMS strives to demonstrate its motto, "We serve those who serve Florida." Under the leadership of DMS Secretary Jonathan Satter, DMS' employees embody four pillars on a daily basis: lead by example, serve with excellence, create efficiencies, and challenge the status quo.

Learn more about the business and workforce arm of Florida government here: <http://www.dms.myflorida.com/>.

❖ **Location:**

With its canopied roads shaded by moss-draped oaks, temperate climate, and award-winning state park system, Tallahassee is truly a gem within Florida — a state that has created more than 1.3 million private sector jobs since 2010 and offers its workers an excellent quality of life with no state income tax. Tallahassee is home to two major universities, a community college, the epicenter of state government, hundreds of industry association headquarters, and multiple private-sector interests. It is in close proximity to the crystal-clear waters of Gulf Coast beaches and natural springs, the old-Florida charm of St. George Island, the Nature Coast, and the hospitality of several quaint South Georgia towns. Explore upcoming events and activities in Tallahassee: www.visittallahassee.com.



❖ **Position Responsibilities:**

Specific responsibilities of the Deputy State Chief Operations Officer include, but are not limited to, the following:

- Directly oversee five Bureaus (Bureau of IT Service Management, Bureau of Windows Services, Bureau of Central Services, Bureau of Core Services, Bureau of Infrastructure & Operations Support) and one Section (Interdepartmental Services)
- Manage multi-disciplinary technical programs and projects in conformance with DST defined program objectives and project management standards
- Monitor and drive short-term initiatives and long-term projects to achieve operational goals
- Serve as the escalation point for incident, service management, and project issues
- Monitor bureau compliance with service level agreements in conformance with DST defined IT service management standards
- Monitor, direct, and mentor direct reports to foster a culture of professional development and results-oriented performance
- Supervise staff including performance management, planning and directing work, managing schedules including leave requests, fostering a healthy and positive work environment, and working with the Office of Human Resources during hiring and disciplinary actions
- Collaborate and partner with customers to develop, implement, and continually improve services
- Assist in the resolution of incidents in conformance with DST defined IT security and IT service management standards
- Manage and direct operational planning and execution of DST State Data Center operations
- Assist in the day-to-day management and operational support activities associated with the State Data Center
- Author and facilitate audit response and remediation efforts
- Represent the Chief Operations Officer as required in contact with bureaus, platforms, and customers

❖ **Candidate Profile Experience:**

The Deputy State Chief Operations Officer should possess the following qualifications:

- Prior experience in a management or executive-level position
- Strong operational work experience in a technical service-oriented environment
- Superb writing and presentation skills, to materially contribute to statutorily driven reporting requirements, policy and process documentation, and service reviews



- Certification or accreditation in one or more of the following: Project Management (PMP), ITIL, and ISO 20000
- Demonstrated ability to think strategically and implement tactically
- Broad experience and knowledgebase in the design and operation of a modern Infrastructure-as-a-Service (IaaS) provider, including cloud services, hybrid cloud integration, compute, storage, and network virtualization, and security
- Substantial experience in a shared, multi-tenant data center environment
- Bachelors or master's degree in Computer Science, Business, or Administration
- Knowledge and experience with program and project management methodologies such as:
 - Project Management Body of Knowledge (PMBOK)
 - IT service management/quality programs such as ITIL and ISO 20000
 - Formalized lifecycle methodologies such as CMMI
- Knowledge and experience in operational infrastructure management and sustaining engineering, including solid technical understanding in each of the following areas:
 - Cloud computing (IaaS, PaaS, SaaS)
 - Virtualization
 - Storage area networks
 - Backup and data protection
 - Disaster recovery
 - Database services (SQL, Oracle)
 - Local & wide area networks
 - Servers (Windows, Linux, Unix)
 - Mainframe (CISC, DB2)
 - IT security
 - IT asset management
 - IT service management
 - Data center operations
- Knowledge and experience with IT operational planning and process design
- Knowledge of configuration management and change control
- Understanding of the legislative process
- Knowledge and experience in business case development for budget requests
- Understanding of cost recovery/cost allocation
- Ability to make decisions rapidly
- Ability to rapidly learn and implement new technologies



- Ability to manage budgets
- Ability to work in a multi-disciplinary technical team environment
- Ability to positively and successfully interact with customer agency leadership and program area managers to continuously improve customer service
- Ability to conduct interviews for technical staffing
- Ability to effectively manage disciplinary actions
- Ability to uphold DMS values - Accountability, Communication, Empowerment, Flexibility, Integrity, Respect, Teamwork

Additional preference will be given to applicants with the following:

- Experience serving in an IT environment in a technical role
- Experience working in a formal data center
- Experience architecting, implementing, and maintaining complex, multi-tenant network environments
- Prior supervisory experience
- Experience as a project manager
- Proficiency with Microsoft Office products, including Excel, Visio, PowerBI

❖ **Education:**

Bachelor's or master's degree in Computer Science, Business, or Administration from an accredited college or university.

❖ **Reporting Relationships:**

This position reports to the State Chief Operations Officer, who reports directly to the State Chief Information Officer.



❖ Recruiting Contact:

Karen Beard
Recruiter
Florida Department of Management Services
Telephone: 850-487-1502
Email: Karen.Beard@dms.myflorida.com

The State of Florida is an Equal Opportunity Employer/Affirmative Action Employer and does not tolerate discrimination or violence in the workplace.

DMS is committed to successfully recruiting and onboarding talented and skilled individuals into its workforce. We recognize the extensive training, experience, and transferrable skills that veterans and individuals with disabilities bring to the workforce. Veterans and individuals with disabilities are encouraged to contact our recruiter for guidance and answers to questions through the following email addresses.

DMS.Ability@dms.myflorida.com

DMS.Veterans@dms.myflorida.com

An individual with a disability is qualified if he or she satisfies the skills, experience, and other job-related requirements for a position and can perform the essential functions of the position with or without reasonable accommodation.

Candidates requiring a reasonable accommodation, as defined by the Americans with Disabilities Act, must contact the DMS Human Resources (HR) Office at 850-488-2707. DMS requests that applicants notify HR in advance to allow sufficient time to provide the accommodation.

The State of Florida supports a drug-free workplace. All employees are subject to reasonable suspicion drug testing in accordance with section 112.0455, Florida Statutes, Drug-Free Workplace Act.

The State of Florida and DMS participate in E-Verify. This federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

Successful completion of a background screening will be required for this position.