



Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

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OFFICE OF THE COMPTROLLER

Deputy CIO (Chief Information Officer) Enterprise Systems Services

FY24 – 015

About the Office of the Comptroller

The Office of the Comptroller (CTR) ensures that the more than \$50 billion in annual transactions authorized by the general appropriations act and supplemental appropriations are executed in accordance with all statutory requirements and recorded in compliance with accounting standards. We also oversee capital assets, federal funding inflows, and other transactions. We also own and maintain statewide payments and payroll systems, safeguarding critical financial information. We operate in support of our partners, the financial staff at more than 150 departments and agencies across the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Summary of Enterprise Systems Services (ESS) Team

The ESS team has five teams; Business Analysis, Testing, Operations, Systems, and Technology. The ESS teams provide mission-critical information technology services that support both the day-to-day business and the future direction of the Office of the Comptroller and the Commonwealth. ESS enhances, maintains, and supports the enterprise-wide mission-critical systems of the Commonwealth, including MMARS/LCM, and other related web-based enterprise applications such as our government spending transparency portal CTHRU, and the state's vendor payment portal, VendorWeb. The Systems Team provides essential information technology services, network administration and desktop technical support to the Office of the Comptroller.

To fulfill its mission, ESS manages a number of critically important relationships. These include: (1) the Executive Office of Technology Services and Security, which manages IT for the executive branch and plays a leading role statewide, (2) the more than 150 departments that use Comptroller systems to execute

critical functions, (3) the 125 professionals across multiple teams in the Office of the Comptroller itself, and (4) vendors who serve our IT needs.

Position Summary:

We are seeking a highly skilled and motivated Deputy Chief Information Officer (DCIO) to support and assist the Assistant Comptroller/ Chief Information Officer (CIO). This key leadership position is critical in leading and managing the day-to-day operations of CTR's ESS Team, as well as assisting the CIO in shaping and executing the overall technology strategy of CTR. This position works with the CIO on policy matters and represents the Team on various internal and external work groups.

The DCIO will build an understanding of the strategic goals and business needs of each of the groups within CTR, and through them, of the external partners and stakeholders across state government. Based on this knowledge, the DCIO will work with the CIO to align ESS priorities and allocate ESS resources to meet business needs and implement technology improvements. The DCIO will track progress and evaluate the effectiveness of ESS resources.

The DCIO will champion the adoption of best technology practices to enhance efficiency and effectiveness, enabling the timely and budget-friendly completion of projects and initiatives. Moreover, this position will establish appropriate metrics to drive management decision-making and foster a culture of continuous improvement.

Specific Duties Include:

- Leading and managing IT operations: The following ESS functions will report to the DCIO: Business Analysis, Testing, and Operations.
- Developing and implementing technology strategies: this position works closely with the CIO to develop and implement ESS's overall technology strategy, plans, enterprise standards and guidelines, ensuring it aligns with CTR's overall goals and objectives.
- Managing technology projects: this position manages CTR ESS projects, ensuring they are delivered on time, within budget, and to the required quality standards. This position works with the CIO to align IT investments and initiatives with business strategy and priorities. The position works with the CIO to prioritize programs and projects based on functional needs, resource capacity, risk exposure, and interdependencies.
- Collaborating with stakeholders: this position works closely with stakeholders across the organization to understand their technology needs and ensure that IT solutions are delivered to meet those needs. This position serves as a liaison between CTR Teams and business units to facilitate planning, prioritization, and collaboration.
- Ensuring compliance: this position is responsible for ensuring that ESS technology practices comply with internal CTR policies and procedures, as well as relevant laws and regulations.
- Developing IT Policies: working with the CIO, this position is responsible for developing and implementing IT policies that support the overall goals and objectives of CTR.
- Supporting innovation: this position promotes innovation, encouraging the adoption of new technologies, applications, and processes to improve efficiency and effectiveness.

- Working with the CIO and the CTR Statewide Risk Management Team, this position works to manage IT-related risks ensuring that CTR is adequately protected from cybersecurity threats, data breaches, and other potential risks.
- Managing the ESS professionals in the following functions (Business Analysis/Testing and Operations). This includes the annual Employee Performance Review System (EPRS).
- This position is expected to foster a strong customer service mindset throughout the ESS Team, encouraging thought leadership and innovation.

Required Qualifications:

In order to be successful, this position requires:

- A deep understanding of industry trends, emerging technologies, and best practices, with a focus on how they can be leveraged to drive and manage change and innovation to create business efficiencies
- Management experience including planning, risk management, scheduling, task management, team leadership, and quality control
- Demonstrated experience in leading organizational change initiatives related to technology adoption and process improvements
- Strong analytic, organizational and documentation skills.
- Demonstrated proficiency in executing technology strategies that align with organizational goals and objectives
- Knowledge of management principles and practices with prior experience in a leadership role within IT operations showcasing the ability to lead, mentor, and professionally develop IT staff
- Experience managing large information technology teams and/or projects.
- Must possess a strong attention to detail, superior time management, and multitasking skills
- Excellent written and verbal communication skills with the ability to convey technical and non-technical information to various levels within the organization at all levels
- Ability to prioritize workflow, ability to cultivate productive and efficient teamwork among staff
- A positive attitude, capacity to remain flexible and learn new standards and guidelines as necessary
- Ability to work concurrently on multiple complex and sometimes ambiguous problems
- Ability to work well under pressure without jeopardizing output quality
- Demonstrated ability to exercise good judgement and make decisions

The successful candidate must have an established record of accomplishment which reflects a willingness and ability to look beyond the current duties and functions, to resolve issues, identify opportunities for innovation, and to provide leadership to take advantage of those opportunities.

Preferred Qualifications:

- Experience leading decision-making processes in a matrixed environment.
- Demonstrated experience with application development, information analysis, systems integration, and systems architecture.
- Demonstrated knowledge of System Development Life Cycles and methodologies.
- Experience with enterprise Organizational Change Management and change control.

- Excellent and demonstrated proficiency in MS Office 365

Minimum Entrance Requirements:

Applicants must have at least (A) six (6) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in IT Administration, IT Management, or IT Project management, of which (B) at least two (2) years must have been in a supervisory or managerial capacity or (C) any equivalent combination of the required experience and substitutions below.

Substitutions:

- I. A certificate in a relevant or related field may be substituted for one (1) year of the required (A) experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.
- III. A Graduate degree or higher in a related field may be substituted for three (3) years of the required (A) experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) experience.
- V. An applicant with six years or more of demonstrated exceptional strength in project management and process improvement in a technology-enabled setting, but with fewer than six years of formal IT experience, will be considered.

Salary Range: \$ 125,000 - \$ 135,000

This is a management level position. Salary is commensurate with experience.

Benefits Package:

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

This is a management position. The successful candidate will be an employee at will. This position is non-civil service and not covered by a collective bargaining agreement. This position is an exempt position.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax Health Savings Account plans.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along

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with other programs. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

CTR Hybrid Work Model

CTR began operating its hybrid work model on November 1, 2021. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, reasonable proximity to the office is necessary. CTR does not reimburse employees to travel to the office.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

CTR IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by **E-mail** no later than 5:00 pm, on **November 21, 2023**.

Submissions should include the following:

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Please include position title and posting number (FY24-015) in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Late submissions may be considered solely at the discretion of CTR

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes a Criminal Offender Record Information (CORI) check, and Commonwealth Department of Revenue state tax compliance on all prospective employees as a condition of their employment.

Candidates with advanced degrees and professional licenses may have these credentials verified. Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

To learn more about the Office of the Comptroller please visit our website, <http://www.mass.gov/comptroller/> and follow us on Twitter! https://twitter.com/MA_Comptroller.