EXECUTIVE DIRECTOR, INFORMATION TECHNOLOGY (IT) OPERATIONS

OCCUPATIONAL SERIES: 2210
FIELD/HQ: HQ
PAY BAND: TSES
PILLAR: Enterprise Support

JOB OVERVIEW

Ensures the effectiveness of IT operations by leading the delivery, implementation, and maintenance of IT products and services and promoting the technological advancement of IT within TSA.

JOB RESPONSIBILITIES

- Develops a multi-million-dollar budget, oversees budget reviews for all TSA IT operations, and makes budget expenditures as needed.
- Manages large and complex IT programs that support TSA's operational mission.
- Maintains IT operations by developing acquisition strategy and plans, partnering with various parties to provide data communications support, and providing agile application design and development capabilities.
- Oversees IT support functions for all TSA locations, both domestic and international.
- Identifies opportunities and risks for delivering IT services and ensures the delivery of IT applications, processes, and services align with the TSA mission, vision, and goals.
- Establishes and implements IT policies, procedures, and processes of direction and control to ensure objectives are achieved, risks are managed appropriately, and resources are used strategically with consideration of emerging technologies within the industry.
- Advises the Assistant Administrator (AA) and Deputy Assistant Administrator (DAA) on operations stability, IT requirements, and creative solutions to program issues.
  Manages cybersecurity risks by strategically managing organizational resources, technology, and operational processes.

JOB SKILLS

- Oversees major IT operations, related domestic and international programs, and activities involving significant stakeholder interaction.
- Applies program management product support methods, concepts, and techniques to direct the strategic planning and development of IT operations and program goals and objectives.
- Establishes collaborative relationships with internal and external stakeholders.
- Manages resources such as budget, personnel, and technology.

PROFESSIONAL TECHNICAL QUALIFICATIONS (PTQ)

The application process used to recruit for the position is RESUME-BASED. Each PTQ AND ECQ must be CLEARLY ADDRESSED in your resume.

- Mastery knowledge of, and skill in applying best practices of IT systems concepts, methods, principles, as well as IT policy, for OMB, DHS, and TSA.

- Skill in project management and product support methods, concepts, and techniques to direct the strategic planning and development of IT operations and short-term and long-range program goals and objectives related to the implementation and maintenance of IT products and services.

- Ability to direct major IT operations and related programs (domestic or international), which involves the management and oversight of activities involving significant stakeholder interaction.

EXECUTIVE CORE QUALIFICATIONS(ECQ)

- **ECQ 1: Leading Change**. This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.

- **ECQ 2: Leading People.** This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.

- **ECQ 3: Results Driven**. This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.

- **ECQ 4: Business Acumen**. This core qualification involves the ability to manage human, financial, and information resources strategically.

- **ECQ 5: Building Coalitions.** This core qualification involves the ability to build coalitions internally and with other Federal agencies, state and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.