

Class Concept:

Position is responsible for partnering with all IT and business leadership to develop policies, processes and procedures regarding in/out-sourcing strategy, implementation plans, adoption methodologies and operational support for vendor management. The position will lead the development, documentation, implementation and maintenance of vendor contract management processes, standards and metrics tracking and will be accountable for continuously evolving product offerings and sourcing strategies that align with business strategies to ensure the best possible performance and outcomes for customers. Employees in this role may serve as the primary liaison between legal, project leads and other key stakeholders in the contract negotiation process. The position will provide guidance on contract matters to project managers of other operational staff, including training to new project managers and other employees in contracting practices and procedures. This role is the Director of the State IT Procurement Office.

Recruitment Standards

Knowledge, Skills, and Abilities

- Proven experience in development of vendor and sourcing strategies that address the current IT requirements and anticipate the future needs of the organization.
- Ability to monitor, analyze and evaluate vendor performance against metrics on a regular basis.
- Act as an internal escalation point for IT vendor issues. Work closely with service owners to identify performance measures and service level agreements.
- Thorough knowledge in managing/constructing terms and conditions of vendor contracts, define scopes and negotiate changes against the contract's financial terms over the life cycle of the contractual agreement.
- Thorough knowledge of financial & budget management of all software, hardware, and labor contracts, and expenses of the vendor management team. Forecast demand for services and licenses.
- Outstanding analytical skills in order to interpret clients' business needs and to translate them into application and operational requirements and analytical problem solving.
- Experience in developing and maintaining a high performing vendor management team with focus on talent management (development plans, skills currency, training, conferences, succession planning).
- Excellent verbal and written communication skills including the ability to interact and communicate effectively with non-technical clients.
- Excellent facilitation, interpersonal, negotiation, and conflict resolution skills.

Minimum Education and Experience

Bachelor's degree in business administration, computer science or related degree from an appropriately accredited institution and seven years of experience in the management of Information Technology contracts which includes overseeing the technical and legal review of contracts, the evaluation of bids, negotiating and ensuring the contracts meet contract standards including two years in a management role; or

Associate degree in business administration, computer science or related degree from an appropriately accredited institution and eight years of experience in the management of Information Technology contracts which includes overseeing the technical and legal review of contracts, the evaluation of bids, negotiating and ensuring the contracts meet contract standards including two years in a management role; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.