



CONTACT:
Christine Jorda
Director, Applications Services
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Job Description

July 8, 2022

Title: Director, Information Technology Application Services

Department: Applications Services

Reports To: Director, Applications Services

Job Description:

Provide the leadership, vision, and direction for the Application Services team within the Department of Information Technology. Manage and supervise assigned technical and support staff. Responsible for planning, implementation, and programming of applications systems, including overall design, development, integration, and maintenance. Support and enforce best practices and technology standards across the organization.

Responsibilities:

- Reports to Senior Vice President of Enterprise Technology, providing written and oral communication on team status
- Provides guidance, leadership and mentoring to a team of Application programmers, analysts and their supervisors. Manage staff by reviewing, approving, and allocating work and work assignments among staff
- Participate in enterprise application projects by directing requirements definition, development, validation, and ongoing maintenance activities. Planning, developing, supervising, and implementing IT projects utilizing the established project management tools and techniques
- Fiscally responsible for Application Services actual-to-budget expenditures, adjusting expenditure patterns/trends as needed to comply with budgeted amounts. Prepare, revise, finalize and submit the annual budget forecast for the Applications Services Department and related technologies
- Leads and coordinates the legacy application team to define and prioritize system enhancements, patches and updates
- Communicates cross-divisionally and coordinates with user and technical groups regarding applications, developing application solutions, determining system requirements and modifications of systems
- Plans project materials, labor, timelines, and objectives
- Coordinates and tracks customer service requests
- Establishes, monitors, and ensures compliance with system standards and applicable regulations
- Develops procedures, structures, and contracts for support, maintenance, and security of systems
- Performs quality assurance at technical and procedural levels
- Compiles data and performs analysis; provides written and oral reports and proposals to management

Qualifications:

- Bachelor's degree with major coursework in computer information systems and technologies, plus substantial continued education and training in the field. Master's degree preferred.
- Over 10 years of progressive experience in applications support, software implementation, database and application development. At least 5 years with direct project management and people management experience.



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- Experience or knowledge of the following preferred:
 - VSE JCL
 - Natural
 - COBOL VSE/ESA
 - CICS TS for VSE
 - Adabas
 - VSAM
- Strong oral and written communications, interpersonal relations, management and supervisory skills.
- Experience in mainframe modernization projects is a plus
- Ability to work independently with minimal direction

Salary commensurate with experience. Immediate Start.

About Blue Hill

Blue Hill Data Services helps commercial and government customers reduce their operating costs and minimize risk by providing fully managed 24/7 data center hosting solutions, and a full array of complementary IT support services including remote management support.

All services are delivered from On-Shore, USA, supporting customers worldwide and from all industries since 1994, with a production data center that has never lost utility power, and three backup data centers. We meet all regulatory compliance and audit requirements necessary to support our growing customer base.

Our differentiation is providing customized solutions, flexibility both in contracts and solutions, cost effectiveness, and personalized attention. A customer's data center environment can be hosted within Blue Hills' private cloud, or Blue Hill support services can be provided remotely to the customers' site.

Specializations include:

- Mainframe-as-a-Service (MFaaS) solutions, including all managed services offerings
- iSeries-AS/400 hosting and Managed Services
- Applications support and maintenance. These services help customers mitigate the risk of a retiring workforce supporting MF legacy applications. Customers also utilize these services as a necessary step in the roadmap to eventually transform their applications to newer technologies.
- Open Systems hosting and Managed Services
- Dedicated Disaster Recovery and Business Continuity solutions
- Colocation Services

Our deep Mainframe and Mid-Range technical skills and longstanding experience enable us to support our customers' legacy environments as well as implement new technology solutions. Acting as our customers' partner, we help address the need to maintain their Mainframe environment, either indefinitely or until they choose to get off the Mainframe, providing flexibility in reducing costs as utilization decreases.

We are proud our customer satisfaction 100% - we have never lost a customer due to poor service.