

Director of Analytics

SALARY RANGE: UP TO \$155,000

The Director of Analytics provides leadership to the NC Government Data Analytics Center (GDAC) which facilitates enterprise data management, sharing and analytic capabilities to transform data into information to support the State's business decisions and processes. The Director provides strategic direction, and management of the GDAC portfolio, in alignment with the State IT Strategic Plan and the NC SCIO vision.

AGENCY

NCDIT oversees and is the primary IT service provider to state agencies, local governments and educational institutions across North Carolina. The department was established as a cabinet-level agency in 2015 to consolidate enterprise information technology functions within the executive branch to meet the needs of residents, businesses and visitors while also realizing efficiencies and cost savings through economies of scale. The list of consolidated, or optimized, agencies is below.

The department's primary functions are statewide strategy, governance, architecture and operations. A full list of the

powers and duties of the department can be found in General Statute Chapter 143B, Article 15.

The State Chief Information Officer (SCIO) - also referred to as the Secretary of the department - leads the department and its 1,300 employees. The SCIO is appointed by the Governor.

The department is dedicated to transforming the state's shared IT services by adopting modern technology solutions and improving communications and collaboration platforms to meet our customers' needs, while effectively managing risks and security.

ARCHITECTURE AND DESIGN

NCDIT ensures that solutions, either to be built or procured, align with the state's and agencies' goals to support digital transformation, IT growth and modernization. The department works to proactively identify and implement new solutions based on identified gaps to reduce redundancy of solutions, optimize costs and mitigate risks. In addition, NCDIT works with agencies to apply existing, new and emerging technologies to transform and optimize business and operating models, helping agencies plan, design, innovate, orchestrate, facilitate, navigate and operationalize the digital enterprise.

BROADBAND AND DIGITAL EQUITY

NCDIT serves as a statewide resource for broadband access, digital inclusion and digital literacy initiatives that the state leads. To elevate Gov. Cooper's priority to close the digital divide in North Carolina, the Office of Digital Equity and Literacy was established in 2021 as the first office of its kind in the nation. NCDIT is working to deliver digital equity to North Carolina by leveraging data to identify and understand community needs, expanding broadband access, increasing digital literacy and enabling more North Carolinians to afford high-speed internet.

DATA

NCDIT provides the infrastructure to host state projects, services, data, and applications. The department also manages and coordinates enterprise data integration efforts through the Government Data Analytics Center (GDAC). Currently, GDAC integrates data and develops analytics to support business needs associated with criminal justice, child safety, fraud, compliance, health care and longitudinal and performance analysis.

OPERATIONS AND ENGINEERING

With a few legislative exceptions, NCDIT provides all IT support for consolidated, or optimized, agencies. The department also partners with other state agencies, local governments and education entities to provide reliable, cost-effective services that meet current and future requirements, service levels and budgets, centralizing services, as necessary, for ease of use and security as well as optimizing cost and efficiencies across all services.

CULTURAL DIVERSITY

NCDIT is an equal opportunity employer and committed to diversity, equity and inclusion. We are an Employment First state ensuring that people with disabilities have equal opportunity to succeed in the state government workplace (Executive Order 92).

Governor Cooper has in recent years signed additional executive orders to address pay equity for women (Executive Order 93) and establish paid parental leave (Executive Order 95) for birth, adoption, or foster care.

SECURITY AND RISK MANAGEMENT

NCDIT provides leadership in the development, delivery and maintenance of a whole-of-state cybersecurity program that safeguards North Carolina's information and supporting infrastructure against unauthorized use, disclosure, modification, damage or loss. The department coordinates with the N.C. Department of Public Safety to manage statewide response to cybersecurity incidents and significant cybersecurity incidents. In addition, the department helps executive branch agencies comply with legal and regulatory requirements as well as technical architecture and industry best practices.

STATEWIDE IT PROCUREMENT

NCDIT is responsible for procuring IT goods and services for optimized agencies and approving IT procurements for separate agencies to ensure they meet current technology standards, are not duplicative, meet business objectives, are cost-effective, and are adequately funded. The department establishes processes, specifications and standards for IT products and services that are purchased, licensed or leased by state agencies and educational entities.

STRATEGY AND GOVERNANCE

NCDIT is responsible for working with state agencies to develop and administer a comprehensive strategic plan to ensure the proper management of the state's information technology resources. This plan is used to create and maintain a strategically aligned portfolio of IT services and solutions that meets the state's business needs and effectively leverages state resources to service residents, businesses and visitors.

In addition, the department is responsible for establishing a consistent process for planning, maintaining, and acquiring the state's information technology resources, and ensuring that state programs and projects align with policies, standards and architecture.

VISION

Government that strategically leverages technology for an equitable, prosperous, healthier and educated North Carolina.

MISSION

Enable trusted business-driven solutions that meet the needs of North Carolinians.

GUIDING PRINCIPLES

- Accountability
- Agility
- Collaboration
- Creativity & Innovation
- Customer Focused
- Integrity
- Transparency

ABOUT THE POSITION

The Director for Analytics implements and guides the statewide vision and strategy for the Government Data Analytics Center through leadership, development of clear objectives, and building relationships with stakeholders/business partners to clearly understand their business and technology needs.

This position provides program and portfolio oversight of major enterprise solutions which includes fraud and compliance, criminal justice, social services, healthcare, master data management, and longitudinal data system initiatives.

This role manages a team of application analysts along with a contracted portfolio of 16 million dollars.

The Analytics Director is based in Raleigh and a hybrid/remote work schedule is possible. The position is designated Statutory Exempt and is exempt from the State Human Resources Act.

PRIMARY RESPONSIBILITIES

- Provides strategic direction, management of the GDAC portfolio, in alignment with the IT Strategic Plan
- Promotes innovative analytic development that support enterprise first practice to reduce siloed solution development
- Direct management of program resources and contractors to ensure that program objectives and mission align with SCIO's strategies
- Support the Chief Data Officer in the development of a data management program which supports the classification, governance, privacy and accessibility of data
- Develop information sharing and education platform which enables cross agency collaboration on the use of analytic tools and methodologies

KNOWLEDGE, SKILLS & ABILITIES

The role of the Director of Analytics requires extensive depth and breadth of knowledge, skills, and competencies across numerous technical and business domains including but not limited to the following:

- Demonstrated ability to translate business needs into technical implementation and operations
- Working knowledge of business intelligence and data visualization
- Working knowledge of data integration and warehouse methodology and approach
- Previous experience managing vendor contracted services
- Experience implementing master data management principles and data warehouse development

Special Requirement for Employment

This position will have access to data within the Division of Criminal Information Network (DCIN); and as such, N.C. Administrative Code 14B NCAC 18A.0401 mandates that prior to receiving and/or maintaining certification as a DCIN user, applicants:

- (a) Shall be a citizen of the United States
- (b) Shall be at least 18 years of age
- (c) Shall have a fingerprint-based criminal records search completed
- (d) Shall not have a felony conviction
- (e) Shall not have a Class B misdemeanor conviction within the last 10 years or two Class B misdemeanor convictions regardless of the date
- (f) Shall not be subject to pending or outstanding criminal charges that, if convicted, would disqualify them from holding certification
- (g) Shall not be subject to pending or outstanding criminal charges that, if convicted, would disqualify them from access to DCIN

EDUCATION & EXPERIENCE

Bachelor's degree in computer science or IT related field from an appropriately accredited institution and six years of progressive experience in the related area including at least two years of managerial experience

OR

Associate degree in computer science or IT related field from an appropriately accredited institution and seven years of progressive experience in the related area including at least two years of managerial experience

OR

An equivalent combination of education and experience

Application process

Hiring is to be as early as May 1st, 2022, and no later than June 1st, 2022.

To be considered, please submit a resume and cover letter addressing your interest and the knowledge, skills and abilities noted in this profile.

Applicants deemed to have the most relevant demonstrated experience will be contacted for further interview and selection.

For additional information or questions contact Anchal Mishra at anchal.mishra@nc.gov.



COMPENSATION AND BENEFITS

The state of North Carolina offers excellent comprehensive benefits. Employees can participate in health insurance options, standard and supplemental retirement plans, and the NCFlex program (numerous high-quality, low-cost benefits on a pre-tax basis).

Employees also receive paid vacation, sick, and community service leave. In addition, paid parental leave is available to eligible employees.

Some highlights include:

- The best funded pension plan/retirement system in the nation according to Moody's Investor's Service
- Twelve (12) holidays/year
- Fourteen (14) vacation days/year which increase as length of service increases and accumulate year-to-year
- Twelve (12) sick days/year which are cumulative indefinitely
- Longevity pay - lump sum payout yearly based on length of service
- 401K, 457, and 403(b) plans

REMOTE WORK

We trust our employees to be self-motivated and successful in remote roles, so NCDIT offers robust work from home options and variable work schedule flexibility.

Learn more about employee perks/benefits:

- [Why Work For NC?](#)
- [NC OSHR: Benefits](#)
- [NC OSHR: Total Compensation Calculator](#)