Director of IT Solution Delivery

IT Department

Summary:

The Director of IT Solution Delivery is responsible for leading a team of professionals to drive delivery and process excellence across the IT organization. This role oversees a range of disciplines for IT, namely Strategic Planning, the Program Management Office, Service Governance, Business Relationship Management and Business Analysis, Quality Assurance, Organizational Change Management (inc. Technology Training), and IT Financial Management. As an extension of the CIO, the Director of Solution Delivery will develop these disciplines in direct partnership with IT and cross-functional Firm leaders by building and fostering strong relationships, maintaining strong executive communications, and progressively aligning IT delivery standards with the strategic objectives of the Firm.

Apply

Qualifications:

- College degree required, preferably in Computer Science, Information Systems, Business Administration, Finance, or a related field. Master's degree is preferred.
- Appropriate technical certifications.
- 10+ years of relevant work experience.
- Significant career experience in information systems, with a preference for extensive work in a large firm setting, a professional services

Duties and Responsibilities:

Solution Delivery Oversight Responsibilities

- The Director has direct responsibility of promoting gold-standard delivery of technology solutions that enable the Firm's strategic objectives. Among other duties, the Director:
- Establishes operational structure, processes, and standards that uphold the delivery of quality, efficient, and value-added IT solutions and services.
- Leads the execution of technology demand management for the Firm, consulting across the organization to proactively align technology capabilities with identified cross-functional needs
- Promotes business literacy and acumen in the IT department, actively supporting knowledge of, and concern for, the "voice of the customer" (internal Firm stakeholders and external clients)
- Identifies, builds, and maintains formal and informal networks and constructive relationships with both internal and external stakeholders
- Engages stakeholders to influence positive outcomes for the IT organization and Firm
- Maintains a pulse on the technology landscape, competitors, and market trends produce a point-of-view on strategic opportunities for both IT and the Firm
- Establishes structure and process for strategic technology roadmaps, portfolio management, and executive reporting, and works with cross-functional IT leadership to embrace standards
- Partners closely with IT and Firm leadership to establish IT Governance for ongoing prioritization, escalation, and knowledge sharing of critical technology updates and decisions

organization, or a legal information services provider.

- Demonstrated experience in working with senior-level attorneys or professionals and in balancing competing priorities in a time sensitive environment.
- Operational proficiency in managing operational and strategic IT teams.
- Experience in managing multiple, large, cross-functional teams or projects and influencing senior-level management and key stakeholders.
- Demonstrated experience with various project and program management disciplines, methodologies, and processes.
- Demonstrated experience managing complex technology projects and programs with multiple cross-functional stakeholders.
- Demonstrated experience with the functioning of a program management office and governance frameworks.
- Proven experience in managing relationships with vendors/consultants, IT teams and internal stakeholders.
- Demonstrated experience in developing and motivating technical development teams.
- Knowledgeable in administering budgets and controls, with a strong track record in system planning, budgeting, and implementation.
- Ability to develop and motivate staff, teams, and cross-functional stakeholders.
- Ability to serve as a change agent, leading and inspiring others to act,
- Architects the IT performance management framework in partnership with the IT Leadership Team, facilitating evaluation of continuous improvement opportunities
- Leads the coordination of IT-wide operating and project budget planning in partnership with IT senior leadership including investment justifications, financial reporting, variance analysis and the financial implications for portfolio decisions.
- Oversees IT service governance, including the service management platform, knowledge and asset management practices. Establishes performance reporting to improve consistency, accountability and operational visibility.

<u>Department Oversight Responsibilities</u>

- The Director has responsibility for the overall direction and professional development of the Solution Delivery Department.
- Provides senior management direction to the Department's managers and staff.
- Provides direction and goal setting on Solution Delivery strategy and operations.
- Develops and motivates personnel to work as a team in addressing user and client needs.
- Recommends appropriate levels of staffing, including position descriptions and salary level recommendations.
- Hires, evaluates, promotes, and disciplines staff; makes transfer and termination decisions for Solution Delivery staff in coordination with the Chief of Human Resources.
- Cultivates a team culture centered on customer service, continuous learning, employee growth, and entrepreneurial thinking.
- Prepares and manages annual operating and capital budgets for the Department.

<u>User Services Responsibilities</u>

especially under circumstances when change is unpopular.

- Ability to translate future-state business capabilities and requirements into technology solution requirements.
- Ability to work creatively and analytically to solve business problems with technology solutions.
- Ability to propose and estimate the financial impact of solution alternatives.
- Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the Firm leadership, the user community, and clients.
- Familiar with ITIL Service Management principles and processes.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.
- The Director leads and coordinates day-to-day Solution Delivery activities with Department managers.
- Manages a systematic Solution Delivery program, including defining delivery team roles and responsibilities on projects and monitoring progress against milestones, deadlines, and budget.
- Identifies and manages project priorities and plans to achieve business objectives with technology solutions.
- Sets expectations for managers / staff and works with IT and cross-functional leadership to evaluate satisfaction of services.
- Maintains a highly responsive Solution Delivery staff.
- Perform other duties as requested by Firm Management.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt
Workplace Type: Hybrid
Reports To: Chief Information Officer

Salary range is $336,000 – $420,000 depending on candidate experience.

We welcome applications from candidates who are authorized to work in the United States for any employer. Please note that the firm is not able to provide or assume employment visa sponsorship for this position.

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington.

https://www.cov.com/en/careers/staff/benefits

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https://www.cov.com/en/job-applicant-privacy-notice

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