Director, IT Consulting - Major Incident Management (Remote)

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Company: Kaiser Permanente

Location: Pleasanton

Category: other-general

Role is Fully Remote - However, you must reside (or be willing to relocate) in a state Kaiser Permanente does business (OR, WA, CA, CO, HI, GA, MD, VA, DC)

Mature the Major Incident Management program by staying current on industry trends and creating a program maturity roadmap, providing leadership on major incident bridges as needed, leading the implementation of program enhancements, developing user training content, leading other crisis response activities as directed.

This management level position is primarily responsible for directing project teams and managing technical direction across technical solutions and IT systems.

Essential Responsibilities:

Oversees the operation of multiple units and departments by identifying customer and operational needs; analyzing resources, costs, and forecasts, and incorporating them into business plans; gaining cross-functional support for business plans and priorities; translating business strategy into actionable business requirements; obtaining and distributing resources; setting standards and measuring progress; removing obstacles that impact performance; guiding performance and developing contingency plans accordingly; ensuring matrixed resources are fulfilling service or performance requirements across reporting lines; and ensuring products and/or services meet

customer requirements and expectations, while aligning with organizational strategies.

Demonstrates continuous learning and maintains a highly skilled and engaged workforce by aligning resource plans with business objectives; overseeing the recruitment, selection, and development of talent; motivating teams; preparing individuals for growth opportunities and advancement; staying current with industry trends, benchmarks, and best practices; providing guidance when difficult decisions need to be made; and ensuring performance management guidelines and expectations drive business needs.

Oversees the development of requirements, for process or system solutions spanning multiple business domains by consulting with stakeholders and directing IT teams (for example, Solutions Delivery, Infrastructure, Enterprise Architecture).

Directs the management of business requirements to meet business, functional, and non-functional requirements (for example, SMART).

Assesses the costs, benefits, ROI, and Total Cost of Ownership (TCO) of proposed solutions.

Oversees and takes accountability for the solution design process by ensuring solutions are aligned with business strategies, operational work flow, established budgets, and vendor service level agreements.

Oversees the implementation of and adherence to standardized tools, templates, and processes to support continuous process improvement across business domains.

Communicates lessons learned and feedback to consulting teams, senior leadership, and the larger IT consulting community.

Empowers IT consultant teams to identify sustainable best practices which align with the strategic and tactical goals of cross-functional business units.

Oversees partnerships between IT consultants, Program/Project Managers, and other IT planning leaders to drive workforce planning efforts.

Determines if the necessary skills and knowledge required to meet ongoing and changing business demands exists across business or technical domains, and ensures skill and knowledge gaps are closed through talent development and outsourcing as appropriate.

Approves and directs additional staff augmentation through managed service agreements as needed.

Develops the functional model for managing capacity and demand for IT Consultant resources across business functions.

Oversees budgets and capital planning across departments and annual business cycle levels.

Minimum Qualifications:

Minimum three (3) years supervisory experience.

Minimum two (2) years managing operating budgets and/or project financials.

Bachelors degree in Business Administration, Computer Science, CIS or related field and Minimum eight (8) years experience in IT consulting, business analysis, or a related field. Additional equivalent work experience may be substituted for the degree requirement.

Additional Requirements:

N/A

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