

**Job Req ID:** 107199

## Director of JHPS Information Technology

We are seeking a ***Director of JHPS Information Technology*** who provides strategic leadership and direct oversight of all public safety Information Technology (IT) needs, including alarm systems, access control, closed-circuit camera systems, applications, software, communications technology, body worn cameras and mobile lap-tops and other related functions and responsibilities.

A newly created position, the Director will be tasked with integrating and standardizing existing public safety and security technology across the broad university and health system enterprise, while advancing a progressive agenda of technological enhancements and innovations. The Director of JHPS-IT will manage staff and operations of technology and infrastructure relevant to supporting the delivery of high-quality safety and security services. Leading a small team and partnering closely with Johns Hopkins Information Technology, the Director will work across the global public safety organization to enhance technological capabilities and service delivery.

The Director will be a highly visible, engaged member of the campus and health system community and will regularly interface and partner with executive and senior leadership across Johns Hopkins University and Johns Hopkins Health System, Johns Hopkins Information Technology, public safety training staff, public safety and security directors, and public safety officers across the enterprise.

Reporting to the Sr. Director of Finance and Administration of Public Safety, with a dotted reporting line to the VP and Chief Network Officer, this person works closely with the JHPS strategic leadership group and University JH-IT to develop and implement strategic plans that support the overall goals of the enterprise. This person provides counsel to JHPS senior leadership through the Senior Director of Finance and Administration related to technology and business process direction. They represent Hopkins while working with technology vendors and the JHU administration in the development of technology and/or regulatory policies and practices that have an impact on the business of JHPS.

This position will be subject to be available and on-call for emergency situations at all times. The position may also require travel to other Johns Hopkins entities outside the United States for emergency situations.

### **Specific Duties & Responsibilities**

### *Project/Product Responsibilities*

- Has overall responsibility for the design, development, and application of technical solutions that satisfy stakeholder needs and are essential to the ongoing compliance, management and reporting operations of JHPS.
- Ensures continuous delivery of information technology support and services that meet the evolving needs of the JHPS.

### *Strategic Planning & Controlling*

- Leads strategic and tactical planning to achieve enterprise goals by prioritizing initiatives and coordinating the evaluation, deployment, and management of current and future technologies to include but not limited to Computed Aided Dispatch, CCTVs, Body-worn Cameras and integration and implementation of mobile laptops.
- Develops technology infrastructure to anticipate the organization's needs, be cost-effective, dependable, and compatible with existing and emerging technologies.
- Anticipates change and is agile to respond when technology requirements emerge and evolve.
- Understands JHPS goals, mission, and culture. Assesses impact and effectiveness of technology to ensure it supports the enterprise needs.
- Balances available personnel and funding resources in support of meeting both operational and strategic imperatives.
- Knowledge of and experience with budget development, including procurement and contracts processes.
- Works with stakeholders, in conjunction with other leaders, to interpret business needs and makes recommendations for strategic investments in technology, applications, business process, personnel, staff training, etc. that meets the agreed upon goals of the enterprise.
- Conversant with core technologies in public safety, including dispatch, records management, case management, radio and data communications, as well as emerging technologies, including cloud deployment, big data, mobile and video.

### *Relationship Management*

- Responsible for relationships with strategic technology vendors and ensures adherence to any contractual obligations.

- Ability to communicate with internal and external stakeholders to garner buy-in and understanding of new technology projects and implementations.
- Creates and promotes a culture of excellence.
- Facilitates and influences enterprise-wide strategic initiatives to achieve enterprise mission and organizational goals.
- Ability to continuously evaluate and provide advice and direction on mechanisms for JHPS to be transparent with internal and external stakeholders regarding data and new technology.

### *Staff Management*

- Oversees development and implementation of an effective and efficient organizational structure that, that may include supervision of future staff to include IT Analysts and Developers, to support the ongoing operations of JHPS IT.
- Commitment to diversity, equity, and excellence.

### *Competencies*

- **Customer Service Orientation:** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Collaboration:** Works effectively and constructively with others; shares time, energy, and knowledge with others to ensure they can succeed.
- **Time Management:** Ability to manage competing, high-priority demands, prioritizing workload, managing projects, and multiple responsibilities against strict deadlines.
- **Relationship Building:** Maintains and fosters relationships within, across, and external to organizational boundaries.
- **Conflict Resolution:** Strong persuasion and conflict resolution skills. Ability to remain calm and professional under stress and during emotionally difficult employee matters.
- **Inclusion:** Demonstrates awareness and respect of cultural and individual values; appreciates and leverages the strengths of others to accomplish goals.
- **Problem Solving:** Applies critical-thinking skills to solve problems by generating, evaluating, and implementing positive solutions.
- **Organization Knowledge:** Understands the vision, mission, and values of an organization in order to achieve success.

- **Effective Communicator:** Provides regular, consistent, and meaningful information; listening carefully to others and ensures messages are understood.
- **Management Capabilities:** Knowledge of administrative and office procedures and technology systems, and workplace terminology.

### **Physical Demands**

- Must be able to remain in a stationary position 50% of the time.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close range (within a few feet of the observer).
- This role routinely requires the operation of a computer and other office productivity machinery.
- Successfully complete a physical/health screening examination by the Office of Occupational Health and Safety, which includes a drug screening.

### **Minimum Qualifications**

- Bachelor's Degree in Information Systems/Computer Science or related field.
- Eight years of related experience, including three years of management/supervisory experience.
- Two years of work experience within public safety/law enforcement environment.
- Additional education may substitute for required experience and additional related experience may substitute for required education, to the extent permitted by the JHU equivalency formula.

### **Preferred Qualifications**

- Master's Degree in Computer Science, Information Systems, Business Administration, Engineering, or a closely related field from an accredited college or university.
- Fifteen years of related experience with three or more years of experience in public safety or law enforcement environments.

Classified Title: IT Operating Unit Director  
Working Title: Director of JHPS Information Technology  
Role/Level/Range: L/04/LG  
Starting Salary Range: Min- \$108,560, Mid \$149,320, Max \$190,080 Commensurate with experience  
Employee group: Full Time  
Schedule: Monday-Friday; 8:30 am - 5:00 pm  
Exempt Status: Exempt  
Location: Eastern High Campus  
Department name: VP for Public Safety Office of  
Personnel area: University Administration

*Please refer to the job description above to see which forms of equivalency are permitted for this position. If permitted, equivalencies will follow these guidelines:*

JHU Equivalency Formula: 30 undergraduate degree credits (semester hours) or 18 graduate degree credits may substitute for one year of experience. Additional related experience may substitute for required education on the same basis. For jobs where equivalency is permitted, up to two years of non-related college course work may be applied towards the total minimum education/experience required for the respective job.

**\*\*Applicants who do not meet the posted requirements but are completing their final academic semester/quarter will be considered eligible for employment and may be asked to provide additional information confirming their academic completion date.**

The successful candidate(s) for this position will be subject to a pre-employment background check. Johns Hopkins is committed to hiring individuals with a justice-involved background, consistent with applicable policies and current practice. A prior criminal history does not automatically preclude candidates from employment at Johns Hopkins University. In accordance with applicable law, the university will review, on an individual basis, the date of a candidate's conviction, the nature of the conviction and how the conviction relates to an essential job-related qualification or function.

The Johns Hopkins University values diversity, equity and inclusion and advances these through our key strategic framework, the [JHU Roadmap on Diversity and Inclusion](#).

**Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

### **EEO is the Law**

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### **Accommodation Information**

If you are interested in applying for employment with The Johns Hopkins University and require special assistance or accommodation during any part of the pre-employment process, please contact the Talent Acquisition Office at [jhurecruitment@jhu.edu](mailto:jhurecruitment@jhu.edu). For TTY users, call via Maryland Relay or dial 711. For more information about workplace accommodations or accessibility at Johns Hopkins University, please visit [accessibility.jhu.edu](http://accessibility.jhu.edu).

Johns Hopkins has mandated COVID-19 and influenza vaccines, as applicable. Exceptions to the COVID and flu vaccine requirements may be provided to individuals for religious beliefs or medical reasons. Requests for an exception must be submitted to the JHU vaccination registry. For additional information, applicants for SOM positions should visit <https://www.hopkinsmedicine.org/coronavirus/covid-19-vaccine/> and all other JHU applicants should visit <https://covidinfo.jhu.edu/health-safety/covid-vaccination-information/>.

### **The following additional provisions may apply, depending on campus. Your recruiter will advise accordingly.**

The pre-employment physical for positions in clinical areas, laboratories, working with research subjects, or involving community contact requires documentation of immune status against Rubella (German measles), Rubeola (Measles), Mumps, Varicella (chickenpox), Hepatitis B and documentation of having received the Tdap (Tetanus, diphtheria, pertussis) vaccination. This may include documentation of having two (2) MMR vaccines; two (2) Varicella vaccines; or antibody status to these diseases from laboratory testing. Blood tests for immunities to these diseases are ordinarily included in the pre-employment physical exam except for those employees who provide results of blood tests or immunization documentation from their own health care providers. Any vaccinations required for these diseases will be given at no cost in our Occupational Health office.

Note: Job Postings are updated daily and remain online until filled.

Johns Hopkins at Eastern

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