

POSITION ANNOUNCEMENT
TENNESSEE DEPARTMENT OF HEALTH
Disaster Recovery Specialist Lead
Information Technology Services Division

The Mission of the Tennessee Department of Health (TDH) is: Protect, promote and improve the health and prosperity of people in Tennessee. The Department serves over 6.45 million Tennesseans, along with those who visit our state, are touched directly or indirectly by TDH operations. One in five, some 1.4 million people, are directly served each year through a network of 89 rural and six metropolitan county health departments, while others are impacted by inspections of restaurants, healthcare and related facilities; registration or receipt of vital records; protection from communicable illness; licensing of health professionals; specialized laboratory testing and other many other services and programs.

Job Description and Responsibilities:

The Disaster Recovery Lead position will report directly to the IT Director that manages the Production Support Services section and will be responsible for the following responsibilities/tasks:

- Develops and updates Agency Disaster Recovery plan(s) on a quarterly basis to ensure that the plan(s) contain current/relevant information to facilitate successful Disaster Recovery plan activation.
- Designs Disaster Recovery solutions for enterprise services to ensure that there are adequate recovery procedures and failover processes in place to successfully restore the affected systems/applications within pre-determined recovery time objectives and recovery point objectives.
- Responsible for conducting Business Impact Analysis (BIA) for business, technology and application solutions to identify and prioritize critical applications and business processes and identify critical resources and assist with the development of practical recovery strategies.
- Conducts a risk assessment for business, technology and application solutions to identify the most probable threats to the organization, determine related vulnerabilities, and develop mitigation strategies and recommendations to lower the probability of occurrence.
- Designs Disaster Recovery solutions for enterprise services to ensure that there are adequate recovery procedures and failover processes in place to successfully restore the affected systems/applications within pre-determined recovery time objectives and recovery point objectives.
- Develops testing strategy(s) to ensure that all components of the recovery plan(s) contain the necessary information to recover from a disaster event, emergency, or extended outage.
- Conducts Disaster Recovery test(s) of enterprise services to ensure that there are adequate recovery procedures and failover processes in place to successfully restore the affected systems/applications within pre-determined recovery time objectives and recovery point objectives.
- Documents event timelines so that plans can be remediated with lessons learned during the disaster event.
- Translates business requirements into technology needs by identifying critical applications and systems to be recovered during a disaster event, emergency, or extended outage.
- Maintains written documentation of Disaster Recovery technical environment to ensure that the recovery procedures are adequate for use in the disaster event, emergency or extended outage.

- Provides application and server configuration parameters for Disaster Recovery environment to system administrator for review, revisions, and acceptance.
- Coordinates and communicates with stakeholders impacted by disaster events to keep them up-to-date on the situation.
- Determine the readiness of each release based on release criteria; quality of release, production environment readiness, training and support plans, rollout, back-out plans, and risk management plans.
- Enforce quality standards using common industry practices (e.g., ITIL). Collaborates with the Chief Security Officer to ensure that Privacy and Security requirements and standards for applications and customer specification have been adhered to and documentation is sufficient to allow for ongoing maintenance of the application.

Education and Experience: Graduation from an accredited college or university with a bachelor's degree and three years of professional level experience in one of the following areas: (1) business continuity; or (2) disaster recovery.

Substitution of Specific Associate's Degree for the Required Bachelor's Degree: Graduation from an accredited college or university with an associate's degree in business data processing (e.g. business data programming, business systems analysis, or computer accounting), management information systems, computer and information systems, computer servicing technologies, or other related field may substitute for the required bachelor's degree.

Substitution of Experience for the Specific Associate's Degree: Professional level experience in any one of the following areas may substitute for the required specific associate's degree on a year-for-year basis to a maximum of two years: (1) applications or systems programming; or (2) systemic analysis of business or information systems; (one year of experience is equivalent to 45 undergraduate quarter hours).

Substitution of Graduate Coursework for the Required Experience: Any graduate coursework in one of the following: (1) business continuity; (2) disaster recovery; or (3) emergency management may substitute for the required experience on a year-for-year basis to a maximum substitution of one year. (Thirty-six graduate quarter hours or a master's degree in the above fields is equivalent to one year of experience.)

This is an executive service position reporting to the IT Director of Production Support Services. Interested applicants should send a resume to Carole Sumner (Carole.Sumner@TN.gov). The State of Tennessee is an equal opportunity, equal access, affirmative action employer.