

POSITION POSTING

FUNCTIONAL TITLE:	Chief Technology Officer
LOCATION:	Massachusetts Teachers' Retirement System 500 Rutherford Ave., Suite 210, Charlestown, MA 02129
STARTING SALARY RANGE:	\$150,000 - \$160,000
DATE POSTED:	Friday, October 7, 2022
APPLICATION DEADLINE:	Monday, October 31, 2022

The Massachusetts Teachers' Retirement System (MTRS) is seeking a strategic leader to join the agency in the critical role of Chief Technology Officer (CTO). The CTO will serve as an executive leadership team member reporting directly to the Executive Director and will manage the two departments, Network Services and Application Data Services, responsible for the connectivity and technological assets utilized internally by MTRS staff in two offices and the cloud-based self-service module used externally by our 170,000 active and retired MTRS members, and over 400 reporting school district employers.

The ideal candidate is an experienced technical manager who can ensure data security and stable technical resources for staff and stakeholders, and lead the planning, budgeting, contracting and IT personnel development necessary to prepare the agency for continued migration to future technologies.

About Us

The MTRS is a quasi-public state agency whose operating budget is funded from plan assets. Established in 1914, we have provided retirement and survivor benefits to Massachusetts public school teachers and administrators and their beneficiaries for over 100 years. We are the largest of the Commonwealth's 104 contributory retirement systems, with more than \$35 billion in assets managed by the Pension Reserves Investment Management Board. We collect over \$1 billion per year in member contributions, which are submitted monthly by our 400+ school district employers through our MyTRS digital self-service application. We disburse over \$3 billion per year in retirement and survivor benefits to 70,000 benefit recipients. We maintain accounts for 120,000 active and inactive members and provide member access through our MyTRS digital self-service application.

Most of our 100+ staff are based in our Charlestown office, and approximately 10% are based in our Springfield satellite office. Our Charlestown office is in Hood Park, conveniently located off Route 93 and Route 1, and is easily accessible from the MBTA. Hood Park offers free parking to staff in a brand-new indoor parking garage next to the office and unlimited access to a recently renovated workout facility conveniently located within the building.

Technical Environment

The three major components of the MTRS network infrastructure – server virtualization, desktop virtualization and storage array – are housed at AWS/Iaas. We utilize Citrix and VDI, Microsoft Windows, Microsoft 365 and Teams, including Teams Voice with Landis call center. Our standard in-office desktop is Dell zero client; the remote is Dell AiO desktop or laptop.

The main line of business application, “MyTRS,” is Vitech’s V3 version 10 pension administration solution, hosted on Vitech’s cloud-native core administration and digital self-service platform at AWS.

Comprehensive Benefits

As an MTRS employee, you are offered an outstanding suite of benefits. First and foremost, we take pride in providing a work experience that supports you, your loved ones, and your future. After an onboarding period, we offer a hybrid work schedule that allows management staff to work remotely up to 50% during each two-week pay period. Staff also enjoy a full complement of benefits, including a defined-benefit pension plan and medical, dental, vision, life, and disability insurance coverage. In addition to vacation, personal and sick time, staff receives 14 paid holidays. Finally, staff also have the option to contribute to a 457-defined contribution plan and to participate in tax-advantaged flex spending plans.

Essential Duties and Responsibilities

- Oversee planning, budgeting, and project management for implementing MyTRS digital self-service and line of business releases and upgrades.
- Ensure the security of our members’ PII on all platforms through sound policies, effective tools, third-party vulnerability, penetration testing and staff training exercises.
- Ensure the “uptime” of the MTRS network through necessary internal and external resource management.
- Develop and implement strategies, policies and procedures to maximize the efficient and secure use of information technology throughout the MTRS, both in-office and remote.
- Prepare the annual agency IT budget.
- Prepare Requests for Proposals (RFQs) for new technical contracts and renewals; lead the related procurement management teams.
- Recommend short and long-term investments in innovative technologies, infrastructure improvements, software/hardware systems and new equipment to support the technical operations of the office.
- Schedule IT personnel to ensure ServiceDesk coverage for resolving staff connectivity and other network issues.

- Ensure timely resolution of user issues and timely communications on progress.
- Maintain and update the Disaster Recovery and Business Continuity Plans and implement preventive measures.
- Manage IT contractors and consultants and represent the MTRS in dealings with state and federal agencies and pension industry IT groups.
- Establish and maintain effective working relationships with staff, vendors, and government entities.
- Work with MTRS Executive Staff and other directors to develop or enhance applications to promote the efficient and effective delivery of services to members, employer units and staff.
- Ensure ongoing training and development of IT staff.
- Assist in recruiting, hiring and training new IT staff as needed.
- Meet MTRS reporting obligations to the IRS, State Auditors, PERAC, and other regulatory agencies, as well as to constituent organizations, the Legislature, members, and the public.
- Lead IT unit to ensure that all information technology functions comply with Chapter 32 and other relevant laws, Board regulations, and agency policies.
- Maintain and report monthly statistics to the Executive Director.
- Prepare and deliver presentations on IT initiatives, projects, and security measures to the MTRS Board of Directors.
- Lead, supervise and evaluate IT staff in accordance with agency rules and regulations.

Education and Certifications

- Bachelor's or advanced degree in a related field with a minimum of ten years of relevant management experience.
- Desirable certifications: Project Management Professional (PMP), Certified Information Security Manager (CISM), Certified Information Systems Security Professional (CISSP), Certified Information Technology Manager (CITM)

Preferred Knowledge, Skills and Abilities

- Experience with enterprise applications for at least 100+ users.
- Strong business orientation, with experience in the public sector managing IT-related activities a plus (i.e., consulting and/or as a vendor working with public pension systems).
- Experience with Citrix, VDI, and cloud infrastructure service providers (AWS & Azure).
- Experience with Microsoft operating system and applications.
- Experience with secure network endpoint management and maintenance/support agreements.
- Demonstrated ability to implement IT initiatives as business solutions while managing costs and risks.

- Constant awareness of new technological developments, with the ability to gauge their appropriateness for the MTRS.
- Ability to communicate with and understand the needs of non-technical internal clients, including making professional presentations to the MTRS Board.
- Proven ability to conceptualize, launch, coordinate and deliver IT projects on time and within budget.
- Ability to work well with the management team by being a good listener, a team-builder and an articulate advocate of the team's IT vision.
- Demonstrated record of establishing and managing strategic relationships with key IT suppliers and consultants.
- Proven ability to direct and motivate a team of technical professionals responsible for varied tasks.
- Successful large-scale project leadership, planning, management and implementation experience on multi-tiered platforms.
- Excellent organizational, planning and time management skills.
- Excellent analytical and problem-solving skills.
- Commitment to quality service always a must.

Application Process

Applicants must submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, at rob.fabino@trb.state.ma.us. The submission deadline is Monday, October 31, 2022. Finalists will be asked to conduct a professional presentation for the hiring committee.

Executive Order #595

As a condition of employment, successful applicants will be required to have received COVID-19 vaccination or an approved exemption as of their start date. Details relating to demonstrating compliance with this requirement will be provided to applicants selected for employment. Applicants who receive an offer of employment who can provide documentation that the vaccine is medically contraindicated or who object to vaccination due to a sincerely held religious belief may make a request for exemption.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. *Research suggests that qualified women, Black, Indigenous and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.*