

Information Technology Division

Mission

To provide services and support to OESC staff and customers by implementing and maintaining technology solutions that meet the Agency's current and future requirements.

FTE and Locations

The Information Technology (IT) Division has 44 FTE, 42 permanent and 2 temporary employees. All staff is located in the Will Rogers Building.

Major Programs

- Executive staff (1 FTE) is responsible for the overall operations of the IT Division.
- Application staff (14 FTE) is responsible for all Tax, Benefits, Finance, Call Center, and Personnel applications, 85% of which run currently on the BULL mainframe.
- Assistance staff (7 FTE) is responsible for IT procurement, business support applications, and OESC public web site.
- Database staff (3 FTE) is responsible for all Access, SQL, PostgreSQL, and mainframe IIDS application databases.
- System Support staff (10 FTE) is responsible for approximately 1,200 workstations, 68 Windows based servers, and a BULL mainframe.
- System Control staff (6 FTE) is responsible for 24 hour mainframe operations and the monitoring of OESC claimant and employer portals including the weekend claim certification Interactive Voice Response (IVR) system.

Customers and Partners

The IT Division's customers and partners are the staff of OESC and the customers for which they provide services.

Goals

The IT Division's goal is to provide the best possible technology support to OESC and its customers. The IT Division strives to guide and support Agency staff in the selection and implementation of technology solutions that increase the timeliness and quality of the services they provide.

Issues and Challenges

The challenges faced by the IT Division, both current and future, are the same ones that face all state IT departments, ever and faster changing technology. New technologies and their uses are constantly being developed and enhanced, requiring new specialized skills for IT staff. With the disparity between state and private sector IT salaries, state IT departments are finding it increasingly harder to attract and retain qualified IT professionals.