



NHRS

New Hampshire Retirement System

NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY

IT Software Solutions Manager

Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at careers@nhrs.org

Position Title: IT Software Solutions Manager

Functional Area: Information Technology (IT)

Date Established: 11/2025

Title of Supervisor: CITO

Date of Last Amendment: N/A

NHRS Position Band/Min. Step: N/A

Collective Bargaining Unit Status: Not in unit

Pay Range: \$130,000-\$155,000

FLSA Status: Exempt

Supervises: Professional IT Support Staff

SCOPE OF WORK:

The Software Solutions Manager partners closely with the Chief Information Technology Officer (CITO) to define and execute a strategic software vision aligned with the mission and goals of NHRS. This position is responsible for operationally contributing to software lifecycle from planning and selection through implementation, documentation, and transition to support, ensuring reliability, performance, and security across all applications and manages the financial aspects of project execution.

The Software Solutions Manager provides strategic and hands-on leadership to the Software Solutions team, balancing oversight with direct involvement in technical and operational work. This position collaborates with stakeholders across the organization to gather requirements, manage expectations, and ensure projects are delivered on time, within scope, and on budget.

The Software Solutions Manager oversees the Project Management Office (PMO) providing oversight to various process related and software implementation projects, while maintaining the project portfolio and intake system.

ACCOUNTABILITIES:

- Develop and implement software strategy and project plans in alignment with NHRS's goals.
- Lead and manage change initiatives across the project and product lifecycle, ensuring smooth transitions and stakeholder alignment.

- Oversee the software lifecycle through deployment, including requirements gathering, procurement, testing, deployment, and documentation.
- Manage the transition of applications to the Application Support team for ongoing maintenance.
- Manage the PMO, maintaining project intake and portfolio tracking, and ensuring executive visibility into project and resource health.
- Manage vendor relationships and contracts related to software solutions and services.
- Monitor and report project progress, risks, and outcomes to ensure executive visibility and accountability.
- Facilitate requirements gathering and confirmation sessions with business units.
- Adapt project plans and resources as needed to ensure successful delivery.
- Participate in incident response activities as indicated in the Incident Response Plan.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Ensure staff members achieve desired service levels and taking corrective action as needed.
- Actively participates in NHRS' Management Team, including development and implementation of strategic planning initiatives, collaborative problem solving and various project initiatives.
- Other appropriate and related duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree in computer science, business or other related field with training or experience in software related project management. Qualified work experience may be substituted for formal education.

Experience: Minimum of fifteen years' experience in information technology, specifically participating in defining business requirements, application development projects or software implementation projects. Minimum of five years' experience in application development or management, with a strong understanding of software development methodologies, tools, best practices and managing technical and business personnel. Experience leading a team, with a focus on mentoring and fostering collaboration.

Certifications: Certifications related to project management such as PMP are a plus.

License: Valid driver's license preferred.

SPECIAL REQUIREMENTS:

- Demonstrated ability to successfully deliver projects on time, within budget, and according to specified requirements.
- Proven project management experience using established tools and methodologies (e.g., Agile, Kanban, Waterfall), with ability to adapt approaches based on project needs.

- Experience implementing continuous improvement in PMO processes and project delivery methodologies.
- Experience maintaining stakeholder satisfaction through proactive communication, relationship building and expectation management across all organizational levels.
- Analytical and creative problem-solving skills with ability to quickly understand complex issues, anticipate needs, and implement solutions aligned with organizational goals.
- Demonstrated ability to work independently and collaboratively while effectively prioritizing issues. Skilled at engaging both technical teams and non-technical stakeholders.
- Experience with enterprise software systems, databases, and cloud platforms.
- Proficiency in Microsoft Office tools (Excel, Word, PowerPoint, SharePoint; PowerBI and PowerApps a plus).
- Experience with Project Management Software (Smartsheet, Monday, Jira, Microsoft Project).
- Awareness of cybersecurity, data privacy, and regulatory requirements.

RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:

- Data analysis and reporting capabilities, including use of tools like PowerBI, Tableau, and SSMS.
- Scripting languages such Python, HTML, DAX, SQL query language and Ruby.
- Strategic and adaptable leader.
- Strong commitment to quality and reliability.
- Solution oriented.
- Strong negotiation and stakeholder management skills.
- Strong grasp of software development, system integration, and solution architecture.
- Experience working with third-party providers and managing contracts.

PHYSICAL REQUIREMENTS:

- The employee must have the ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Communicate with others to exchange information (Constantly).
- Analyze accuracy, neatness, and thoroughness of the work assigned (Constantly).
- Requires computer responsibility which involves extensive use of keyboard, mouse and monitor, and repeat motions that include the wrist, hands, and/or fingers (Constantly).

WORK ENVIRONMENT/CONDITIONS:

- Dayshift hours primarily, although overtime may be required in meeting project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work related assignments on weekends are possible.

EXPECTATIONS OF NHRS EMPLOYEES:

Commit passionately to the vision and mission for NHRS.

Exercise diligent fiduciary responsibility – Act first and foremost as fiduciaries. Whether it is an investment decision, or an expense incurred to administer the System, it must be made with members in mind.

Do what is right for the member, always – Provide member service at the highest level. *Every* member should receive the *same* level of *excellent* service. Decisions must be made with the benefit of all members in mind – not that of any individual or member group.

Accept responsibility – NHRS is New Hampshire's largest locally organized financial institution. This is exemplified by bringing professional expectations to our work. Commit to doing excellent work and trust that colleagues will also.

Operate transparently – While guarding the integrity of member information, provide responsive and accurate information, data, and analysis to our many stakeholders, including members and their employee groups and associations, employers, the Legislature and its committees, and the public.

Adhere to legal frameworks that NHRS operates under – State and Federal law, constitutional mandates, IRS provisions, and NHRS rules and procedures all have a place in ensuring that fiduciary obligations are met.

DISCLAIMER STATEMENT

This description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the job description provided that such duties are characteristic of that position.

SIGNATURES

Position Incumbent

I have reviewed the content of the above job description with my supervisor.

Name	Signature	Date
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Supervisor

I have discussed the work responsibilities outlined by this job description with the above employee.

Name	Signature	Date
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Human Resources Manager

I have reviewed the content of the above job description.

Name	Signature	Date
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