

## **POSITION SUMMARY**

Under the general supervision of the ITSC Supervisor, this position specializes in the efficient and seamless operation of ETF's IT Service Management (ITSM) tool through advanced level development, administration, and configuration of the selected platform in alignment with all phases of ETF's Software Development Life Cycle (SDLC) processes. This role is responsible for leading the collection of detailed technical and business requirements from business units, management, staff, and vendors. It also evaluates and validates existing and proposed solutions with a strong emphasis on enhancing efficiency and productivity.

This role's work directly impacts internal ETF staff as well as State and Local employers as they use the ITSM tool to submit tickets, solve incidents, track unresolved issues, and report on development needs. The incumbent develops and configures new features, enhances functionality, and optimizes the overall workflow performance of the ITSM tool. To develop and implement effective ITSM workflows, configurations, and integrations, this position performs technical duties across current and future ITSM, Agile development, and IT observability tools. This position serves as the primary technical developer for ETF's ITSM tool.

Key role responsibilities also include managing IT financials and budget information, processing IT procurements, tracking IT hardware and software assets, and overseeing inventory control. This role is also responsible for collecting and analyzing IT metrics and data to support ETF decision-making and assesses the effectiveness of various initiatives in meeting ETF's strategic objectives.

Additionally, this position oversees vendor relationships and broker IT services from the Department of Enterprise Technology (DET). This includes managing hardware and software licensing, ensuring appropriate vendor support for ETF's needs, verifying the accuracy and completeness of vendor invoicing, and assisting DTSDS leadership in maintaining fiscal responsibility within the BITS budget.

This position operates independently to resolve conflicts, incidents, and system issues with minimal oversight from the direct supervisor.

This position assists with ensuring that BITS is providing the most innovative technology solutions available in the market. In conjunction with DTSDS leadership, this position focuses on continuous improvement and ensures that ETF technology purchasing and planning is done in the most optimal ways that are appropriate for ETF. As technology is a highly integrated piece of ETF's vision and strategy, this position engages with and proactively understands the needs of ETF business units, their strategic initiatives, and how it all integrates with ETF's overall strategy, in helping align our technology assets, licensing, and lifecycle support of ETF hardware and software technology products.

## **GOALS AND WORKER ACTIVITIES**

### **55% GOAL A: Technical development of ETF's ITSM tool**

- A1.** Serve as the primary technical developer for ETF's ITSM tool.
- A2.** Effective Incident, Problem, and Change Management: Create detailed technical documentation and processes related to the ITSM tool. Streamline processes for handling incidents, managing problems, and implementing changes to reduce downtime and enhance service reliability.
- A3.** Customization and Development: Tailor the tool to the specific needs of the organization working closely with management and business areas to ensure the tool supports all IT and business processes without over-complication in alignment with all phases of ETF's SDLC process.
- A4.** User Training and Support: Provide thorough training for end-users and administrators to increase tool adoption, improve accuracy in reporting, and ensure smooth day-to-day operations.
- A5.** Integration and Automation Development: Integrate the ITSM tool with other enterprise systems (such as CMDB, JIRA, monitoring tools, etc.) and automate repetitive tasks to enhance productivity and reduce manual errors. Develop service catalog items to enable streamlined self-service intake into ITSM tool.
- A6.** Reporting and Analytics: Utilize the tool's built-in and custom-developed reports to track performance, monitor key metrics (such as SLAs), and pinpoint opportunities for improvement.
- A7.** Continuous Improvement: Regularly review, update, and implement custom development activities for configurations and workflows to adapt to changing business needs, technology advancements, and feedback from users.
- A8.** Platform Reliability: Optimize the ITSM tool's reliability and performance by developing robust troubleshooting processes that enable rapid issue detection, root cause analysis, and resolution to minimize downtime and operational disruptions.
- A9.** Platform Risk Management: Establish a proactive and structured approach to managing vendor upgrades and patching for ITSM tool, ensuring security, compliance, and operational stability. Collaborate with vendors to implement controlled deployment strategies to minimize disruption while maximizing performance and reliability.
- A10.** Facilitate sessions with business units, management, staff, and vendors to gather application requirements and document stakeholder needs and expectations to ensure alignment of goals and objectives for the ITSM tool.

### **25% GOAL B: Coordination of the procurement of IT technology**

- B1.** In coordination with ETF's Bureau of Budget, Contract Administration & Procurement (BCAP) while following State and departmental procurement

- guidelines, purchase technology hardware and software as requested by BITS management and team leads.
- B2.** Track BITS budget forecast to actual spend and develop trends, reports, and metrics to assist DTSDS leadership in technology planning and budget management throughout the fiscal year.
  - B3.** Maintain BITS budget tracking for all BITS line items including IT hardware/software, Department of Enterprise Technology resources and invoicing, and contractor staff.
  - B4.** Provide and continuously improve documentation of all IT procurement and budget processes and procedures.
  - B5.** Create appropriate data and metrics to provide to leadership showing technology budget and procurement initiatives in relation to ETF's strategic initiatives.
  - B6.** Create, maintain, and monitor financial and strategic performance dashboards for ETF's IT leadership.
  - B7.** Take a lead role in defining ETF's technology work (onsite and remote) future state planning through research of technology hardware and software product offerings, licensing models, and gather quotes from vendors/resellers as needed.
  - B8.** Ensure licenses for all IT hardware and software purchases are reviewed in a timely fashion and renewed or terminated before contract expiration and maintain hardware and software support agreements.
  - B9.** Provide oversight of service support agreements, licensing, and vendor communications for product providers and/or Department of Enterprise Technology resources and collaborations.
  - B10.** Work with vendors, Procurement, and SAMS to ensure timely and correct shipping and receiving of purchases.
  - B11.** Provide brokerage support in our relationship with DET, including facilitating the support of Office 365/Skype for Business user licensing, server/storage costing, and any additional service offering collaborations.

**15% GOAL C: Leadership of technology lifecycle support**

- C1.** Participate in research and technology innovation planning to align ITSC and BITS with ETF strategic future state planning.
- C2.** Collaborate with ITSC Supervisor and Lead Workers on technology implementation, ongoing service support, technology usage metrics, and technology lifecycle planning.
- C3.** Participate in requirements gathering process by providing subject matter expertise regarding purchasing and procurement technologies from vendors, as well as providing input gained from knowledge of new/differing products for ongoing work with vendors.
- C4.** Lead ITSC in logistics planning and deployment scheduling for new technology to be implemented into the ETF environment, as well as logistics planning and decommissioning scheduling for end-of-life products.

- C5.** Collaborate with leadership in planning technology refresh to ensure upgrades are timely and appropriate.
- C6.** Create and lead asset decommissioning and disposal strategy for end-of-life technology.

**5% GOAL D: Performance of other duties as assigned**

- D1.** Research and evaluate new tools and technologies and make recommendations on potential benefits for IT and/or business user staff.
- D2.** Act as a consultant on projects requiring purchasing, procurement, budget, lifecycle, or asset management.
- D3.** Carry out special assignments to respond to the needs of the agency.
- D4.** Promote the introduction of new technologies as appropriate to support agency business goals.
- D5.** Collaborate with team in process for technology orientations of new staff as defined by role responsibilities.
- D6.** Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of BITS.
- D7.** Complete assignments as directed by Deputy Director, ITSC Supervisor, and/or BITS CIO.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Advanced knowledge of programming and scripting tools like JavaScript, Python, PowerShell, SQL queries, or Bash.
2. Knowledge of API and integration protocols like RESTful APIs, SOAP, JSON, and XML.
3. Advanced knowledge of automation and workflow development with ITSM tools and business rules.
4. Advanced knowledge of all phases of the Software Development Life Cycle (SDLC).
5. Excellent oral and written communications, interpersonal, and customer service skills to develop and sustain effective working relationships with individuals at all levels of the organization. This includes facilitation and leadership skills and skills in documenting processes and procedures.
6. Ability to analyze facts and apply sound judgment in decision making.
7. Advanced ability to analyze and transform business requirements into system specifications to develop workflow and test procedures and manage testing processes.
8. Knowledge of Agile methodologies with a focus on SCRUM principles, practices, and techniques.
9. Knowledge of CI/CD pipelines and how automated tests can be incorporated into them.
10. Advanced level knowledge of IT Service Management (ITSM) processes, with a deep understanding of best practices and frameworks such as ITIL.
11. Advanced knowledge of ITIL Continual Service Improvement methods and processes.
12. Advanced knowledge of IT procurement and IT vendor management.
13. Strong understanding of data analysis and metrics reporting within an ITIL framework environment.
14. Ability to develop and manage budgets, including financial planning and analysis.
15. Advanced organizational and time management skills.
16. Ability to pay close attention to detail when completing work assignments.
17. Ability to work independently and effectively as part of a team.
18. Knowledge of service level management and service level agreements.
19. Ability to use standard negotiating skills.
20. Ability to use information resources to resolve problems and provide solutions.
21. Ability to leverage interpersonal skills to establish rapport and develop relationships with a variety of persons internal and external to the work section.
22. Knowledge of cost-benefit and risk analysis methods and techniques.
23. Advanced ability to understand business and technology requirements.
24. Advanced ability to implement new technology to automate business systems and processes.
25. Thorough understanding of State of Wisconsin procurement guidelines and purchasing laws, procedures, and methods.
26. Skilled in using VendorNet, STAR, and other computer programs and software applications.
27. Advanced knowledge of PC software programs such as Word, Excel, PowerPoint, Outlook, etc.

**Position #339114**

Page 6 of 6

28. Ability to create, analyze, and continuously improve documentation of processes and procedures related to the role.
29. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.
30. Ability to understand and comply with all ETF and enterprise security standards, policies, and processes.

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