

POSITION SUMMARY

Under the general supervision of the Administrator of the Division of Management Services (DMS), this position provides advanced level planning, leadership and expert guidance, ensures compliance across teams and projects with Employee Trust Funds (ETF) and state development policies, procedures and standards, effectively negotiates timelines, work products, and other project concerns with top management, oversees completion of tasks, provides status to DMS management, and assists with complex technical product evaluations and procurements and vendor contracts for DMS special projects. This work requires application of the highest levels theoretical and practical knowledge of business area systems. The position provides advanced consultation, guidance and direction to ETF business and technical managers, and staff on issues related to the assigned business areas.

This position will develop and coordinate business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. This position is involved in projects and other efforts that require a high degree of internal and external coordination, working directly with all levels of ETF staff and senior management to ensure projects and work products meet business processing needs within the Department, and that they integrate with Wisconsin Retirement System applications and operations. The position provides responsible, complex staff assistance, research, guidance, technical expertise, and problem resolution services to DMS managers and staff. This includes research, reviews and assessments of issues, and escalating issues as appropriate.

This position will partner with business subject matter and technical experts to assess the effectiveness and evaluate the feasibility of new systems and services and provide advice and guidance on complex issues. This position coordinates activities externally with the Department of Administration (DOA), DOA/Division of Enterprise Technology (DET) and with various vendors contracted by ETF.

GOALS AND WORKER ACTIVITIES:

40% GOAL A: Leadership and facilitation of efforts to improve the operational efficiency of business operations within DMS and service delivery to ETF business units.

Worker Activities:

- A1. Develop and maintain awareness of operational systems used in DMS and assist/advise business areas in effective use of those systems.
- A2. Advise business area management and staff on appropriate and effective use of tools and technology resources to improve service delivery.
- A3. Analyze and evaluate business processes and data needs. Translate business rules into technical and system specifications and develop solution alternatives.
- A4. Coordinate, plan, develop, evaluate and execute process modification strategies for new and changing business operational procedures.
- A5. Lead problem resolution efforts with business and technical staff when necessary.

- A6. Lead the development of performance measures (metrics) for DMS and assigned business areas.
- A7. Provide communication intended for internal staff and external customers related to enhancing business processes. Encourage input from team members, business and technical staff, management, and customers.
- A8. Prepare, evaluate/assess and present management reports related to operational issues/opportunities, impacts of change, risks and associated mitigation strategies and business, technical and operational requirements.

35% GOAL B: Coordination and leadership of feasibility studies, analysis, and requirement studies for complex business processes and/or technology systems using advanced research methods and automated tools established as standards for the Department.

Worker Activities:

- B1. Interview users to gather information and create documentation of existing business processes, workflows, procedures, and systems.
- B2. Provide leadership and expert guidance to business users in defining business requirements in explicit and quantitative terms.
- B3. Prepare feasibility and requirements reports and recommendations defining objectives, scope, functional/non-functional requirements, and impact analyses.
- B4. Prepare and make presentations to management and staff.
- B5. Develop and maintain system documentation to allow for ease of function, process, or program modifications.
- B6. Coordinate and represent assigned business areas' involvement in development of technology systems, policies, procedures, and standards.
- B7. Coordinate assigned business areas' implementation of technology systems, policies, procedures, and standards.
- B8. Monitor facilitate and coordinate technology service requests for assigned business areas.

25% GOAL C: Performance of special assignments, consultation, training or other activities in support of DMS and Department initiatives.

Worker Activities:

- C.1 Carry out special projects and assignments to respond to the needs of DMS management and ETF business areas.
- C.2 Prepare special reports and recommendations as required.
- C.3 Represent management on internal and external task forces and special assignment groups to respond to state and ETF needs.
- C.4 Serve on the Project Management Center of Excellence and the Business Process and Analysis Center of Excellence.

- C.5 Provide technical support and consultation for business units on specialized technology used within the Department.
- C.6 Assist and/or lead the development of standards and procedures to enable and ensure effective and productive business operations.
- C.7 Participate in assigned employee development programs.
- C.8 Other duties as assigned by supervising manager.

(Rev. 03/2021)

Knowledge, Skills and Abilities Required

1. Advanced skill in the use of the Microsoft Office suite of products (Word, Excel, PowerPoint, etc.).
2. Ability to learn and effectively utilize multiple standard ETF applications.
3. Strong knowledge of ETF programs and operations.
4. Knowledge of effective time management, organizational and priority setting methods and techniques.
5. Advanced ability to analyze business and technology issues within a large government organization.
6. Skills in quantitative analysis.
7. Advanced ability to analyze facts and apply sound judgment in decision-making.
8. Ability to learn quickly and to synthesize complex information.
9. Highly developed oral and written communication skills.
10. Knowledge of methods to effectively present and display information for use by others in making management decisions.
11. Skills in establishing and maintaining effective contact, communication, and collaboration with a variety of persons, both technical and non-technical, at different levels within and outside of the organization and with groups and individuals.
12. Ability to assess current and future-state business processes to improve accuracy, efficiency, and overall value.
13. Advanced ability to facilitate business need assessment with business customers.
14. Ability to readily dive into details while simultaneously keeping in mind big picture strategy and objectives.
15. Skills in communicating business and technical concepts and information to multiple audience types in plain language.
16. Ability to influence others and to encourage creative and broad thinking to identify solutions.
17. Extensive advanced knowledge of project management concepts, principles, methods, techniques, and practices.
18. Effective leadership skills with both technical and non-technical staff.
19. Knowledge of principles, methods and practices of assigned business areas and ability to apply technology to meet related business requirements.
20. Skills in troubleshooting, recovering, adjusting, modifying/improving and reengineering systems that support critical agency business activities.
21. Knowledge of contract administration principles and techniques.
22. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
23. Strong adaptability skills to adjust to changes in technology, processes, and priorities.
24. Knowledge of enterprise architecture concepts and associated tools.
25. Knowledge of organizational change management techniques.