

14. POSITION SUMMARY:

This position performs advanced level work under the general supervision of the Employer and Contact Services Bureau Deputy Director. This position will facilitate the development of business requirements, lead business process redefinition studies, and analyze the use of new technology for new or enhanced systems services to ensure systems and processes comply with program related policies, procedures, and regulations. This position analyzes current business processes and identifies changes in business processes and/or IT systems that will improve the Department's ability to meet customer needs, improve data quality, and operating efficiencies. This position includes data management activities consisting of systems audits, query writing, metrics, key performance indicators, troubleshooting, and system improvements.

This position serves as the program area contact/liaison with the Department's Bureau of Information Technology Services (BITS) and Office of Enterprise Initiatives (OEI) for benefit program related IT projects and requests. This position represents the benefit program interests for multiple complex multi-table relational database systems. The systems contain critical financial and indicative account data for over 630,000 current and former employees, retirees and their beneficiaries; over 1500 employer accounts under the Wisconsin Retirement System (WRS); and an additional 1300 employer accounts under Social Security only.

Major responsibilities include developing knowledge of business operations as it relates to IT principles for maintenance and development of Wisconsin Employee Benefit System (WEBS), my Employee Benefit System (MEBS)/future Insurance Administration System (IAS), and other systems; partnering with BITS and OEI staff for the design, development, implementation, and maintenance of automated business systems related to Division of Retirement Services (DRS) business processes, as well as monitoring and troubleshooting developed systems; managing reconciliation of WEBS and MEBS to ensure data integrity of the database; managing various file reads of WEBS, MEBS, and other databases; manage the Custom File Maintenance (CFM) process to ensure proper table relationships are maintained; assisting in the development of new systems by performing user testing; preparing technical user documentation; and providing IT training to business users.

This position is also responsible for leading Department/Division business process re-engineering teams and projects; developing business process solutions and proposals; and developing policy, plan changes and program activities. This position is expected to be proactive and highly responsive to queries from the division.

45% GOAL A: Development, maintenance, and implementation of new or improved IT systems, data management, and business processes

Worker
Activity

- A.1 Serve as liaison and translate business needs, for maintenance and/or development of IT systems and business services, between Division business users/business operations and BITS and OEI.
- A.2 Lead, facilitate and serve as the Division's representative on various new and reengineering projects, applications, systems, and processes to enhance customer service, improve data quality, and achieve compliance with state and federal laws governing public retirement systems.

- A.3 Lead and prioritize data quality and integrity activities, including improvements across all data domains and developing methods to ensure data quality. This may include facilitation with business areas and BITS, when necessary.
- A.4 Participate in the presentation of business needs for WEBS, MEBS/future IAS, and other system projects.
- A.5 Coordinate and facilitate the development of business user requirements, soliciting information from subject matter experts, in cooperation with the Department's IT and OEI staff and assisting user staff in developing project requests for system changes.
- A.6 Identify and manage the completion of business area tasks to ensure successful implementation of systems, including monitoring activities, evaluating progress and reporting on accomplishments.
- A.7 Implement Division business IT systems and services. This includes collaborating with Division management, OEI staff, and IT project teams to develop business project plans, timetables, schedules, estimate resource requirements, define milestones and deliverables, and monitor to ensure users complete tasks.
- A.8 Conduct feasibility studies and cost-benefit analysis for projects, products and process changes in the Division's business areas.
- A.9 Review detail/conceptual design documents to provide assurance that new program development will integrate with existing subsystem programs and are consistent with reconciliation control requirements/table update meeting referential integrity requirements.
- A.10 Maintain a high-level knowledge of business processes and data needs for BITS and OEI.

25% GOAL B: Administration of data queries, analysis, state and internal reporting, and data requests in collaboration with BITS, Business Intelligence, OEI, and Bureau sections

Worker Activity

- B.1 Design, develop, and compile on a recurring basis, scheduled and ad-hoc reports for management on key performance indicators. Where possible, recommend automation of reports to improve the bureau's ability to meet customer needs and operating efficiencies.
- B.2 Design, develop, and implement data collections tools and processes in order to assess the timeliness and accuracy of Bureau processes and identify areas of improvement.
- B.3 Develop, maintain, and automate dashboards to provide customer service within the division on all data reporting requirements.

- B.4 Ensure queries and reports, including dashboards, accurately integrate data from multiple systems. This includes ensuring reports and dashboards are updated with new dimensions while maintaining overall data integrity.
- B.5 Analyze and evaluate system statistics, reports, scans, and output to determine accuracy, accountability, usefulness, and usage. Recommend modification, continuation, elimination, and integration of programs.
- B.6 Provide information regarding systems as requested by the user community for various reasons, such proposed legislation; conducting system design issues; or general questions and problem resolution.

15% GOAL C: Management of business user acceptance testing and training for WEBS, Electronic Content Management (ECM) system, IAS, and other system development projects

Worker Activity

- C.1 Oversee the development of test plans, methods, and criteria for acceptance testing. Work with business users and IT to identify and establish appropriate test accounts and conditions. Ensure systems will function correctly and data integrity is maintained.
- C.2 Manage and facilitate business user acceptance testing to appropriate users. Set deadlines and monitor progress. Conduct user acceptance testing.
- C.3 Lead problem resolution related to user acceptance testing. Work with business users and IT to independently identify and resolve testing barriers.
- C.4 Clarify system requirements, propose alternative solutions, etc. and communicate to IT and business users.
- C.5 Manage the scheduling and implementation of system changes with IT. Negotiate scheduling changes and communicate details of those changes, new or changed functionality, timing, etc. to business users.
- C.6 Facilitate the documentation of user acceptance testing process and results. Create technical documentation for IT. Independently respond to requests from Internal Audit, Records, etc. for information regarding testing protocol, process, and records.
- C.7 Identify changes to business processes as a result of new or changed functionality. Facilitate corresponding changes to written procedures and worker instructions.
- C.8 Coordinate and facilitate the development of systems documentation, business user manuals, user guides, procedures, and or/other reference materials for business processes and IT systems.
- C.9 Develop automated business procedures and process improvements to increase the efficiency of the department.

10% GOAL D: Management of WEBS and the CFM reconciliation process to ensure that data integrity of the database is maintained

Worker
Activity

- D.1 Manage daily, monthly, and/or ad hoc reconciliation of control totals, submitted by the end user community to WEBS data updated through batch/on-line programs. Ensure programs perform as expected and that no input data was lost.
- D.2 Manage reconciliation of financial data between the tables maintained on the participant and employer subsystems.
- D.3 Manage reconciliation to assure the accuracy/integrity of data maintained on WEBS Transaction Control, Transaction History, and RC Record subsystems to the data maintained on the WEBS Employer and Participant subsystems.
- D.4 Use IT methods to develop, execute, and manage file reads or queries to locate data that does not meet the conditions of data integrity between WEBS and/or other systems.
- D.5 Provide technical support to the Employer Services Bureau during the annual reconciliation process.
- D.6 Participate in annual year-end processing functions to ensure timely reconciliation of data and systems prior to generating the annual Statement of Benefits (SOB).
- D.7 Serve as resource for users with questions on CFM requests, and manage the CFM process, to ensure that data integrity and proper table relationships are maintained.

5% GOAL F: Performance of special assignments, consultation, training, and/or support of ECSB policy and participation in employee development programs

Worker
Activity

- F.1 Prepare reports for management, including status reports of assigned projects and system testing.
- F.2 Stay up to date on IT and data processing and modern technologies utilizing web resources, online training, books, internal documents, training sessions and workshops to improve skills and knowledge
- F.3 Participate and represent the Division in work groups as assigned.
- F.4 Carry out special assignments and miscellaneous duties to respond to the needs of the Department.

KNOWLEDGE, SKILLS AND ABILITIES

1. Extensive knowledge of state and federal laws, rules and regulations governing the Wisconsin Retirement System and other ETF administered benefit plans and their respective programs.
2. Knowledge of Health Insurance Portability and Accountability Act (HIPAA) regulations.
3. Knowledge of philosophy, principles, practices and policies of the retirement and survivor benefits programs.
4. General knowledge of Department-wide business processes and the Information Technology systems that support them.
5. Knowledge of DB2, including the abilities to develop and use complex DB2 queries and mainframe/DB2 querying tools (e.g., SPUFI, QMF, Platinum tools, etc.).
6. Knowledge of XML, CSV, and delimited text formats.
7. Advanced knowledge and skill in the use of Excel, including pivot tables and pivot reporting, data set analysis, advanced formulas, and VLOOKUP.
8. Advanced knowledge and skill in the use of MS Access.
9. Knowledge of mainframe and web-based systems.
10. Knowledge of business intelligence applications (Crystal, SSRS) and software (Tableau).
11. Knowledge of concepts and principles of relational database management systems.
12. Skill and ability to write complex SQL with relational databases.
13. Skilled in business process analysis and requirements definition techniques.
14. Knowledge of research methods, system analysis, system testing techniques, and processes for making system changes.
15. Knowledge of database and system reconciliation methods and techniques.
16. General knowledge of project management methods and techniques.
17. Ability to develop test plans and conduct systems testing.
18. General knowledge of training development, delivery, and evaluation methods and techniques.
19. Highly developed problem-solving analysis and research skills, including the ability to apply creativity in thinking and problem solving.
20. Highly developed interpersonal and team building skills to develop and sustain effective working relationships, including facilitation and leadership skills.
21. Highly developed oral and written communication skills.
22. Skill in establishing and maintaining effective contact and communication with staff at all levels as well as with various external groups/individuals.
23. Knowledge of methods to effectively display data for use by others in making management decisions.
24. Working knowledge of policy development methods and techniques, fiscal estimate development, and administrative rule promulgation procedures.
25. Knowledge of confidentiality rules and procedures.