Position #339114
IS Technical Services Specialist
Service Delivery Team Lead

POSITION SUMMARY
Under the general supervision of the IT Solutions Center (ITSC) supervisor, this position functions as the leadworker and provides service delivery leadership for technical infrastructure systems and IT services. This position will lead the IT Service Desk team to ensure customer services are appropriately provided, including IT Service Desk daily activities incorporating the full-service lifecycle as it pertains to Incident, Service Request, Knowledge, and Change Management processes utilizing the ITIL framework. This role consists of resolving service requests related to PC's, network, hardware and software problems and malfunctions; interacting and consulting with customers, both internal and external, and vendors to manage their satisfaction, providing guidance, assistance and follow-up to customer inquiries.

This position independently partners with technology and business experts, the Office of Enterprise Initiatives (OEI), work unit business analysts, and end users to plan and coordinate BITS end-user service delivery efforts. This position acts as a key liaison between business users and technical staff to facilitate solutions to problems and will proactively design and develop business user how-to instructions, training, and service portals.

This position leads IT technicians to develop and implement processes for intake, tracking, and resolution of technical issues and service requests, and for the selection, configuration, and implementation of ETF's technologies. Service requests may be submitted via phone, email, or direct entry into the ITSM tool. This position, in collaboration with management, also plays a key role in overseeing vendor services.

The position will lead user experience growth consisting of providing innovation and research of technologies, advancement of technology integration (training/use of technology), and expertise to support strategic and business unit initiatives.

GOALS AND ACTIVITIES

45%   GOAL A: Provision of team leadership and service delivery coordination
       Worker
       Activity

        A.1   Coordinate and lead daily activities of the Service Desk to diagnose and resolve client problems in a timely manner, including management of daily workload prioritization.

        A.2   Provide clear communication between the customer and team, resolving conflicts as needed, to provide strong team representation and to ensure customer expectations are being met timely and accurately, including clarifying business requirements, defining technology configurations, developing usage policies and guidelines, and negotiating timelines.

        A.3   Monitor and configure IT Service Management software as needed to ensure tool is functioning efficiently and effectively for IT and business staff.

        A.4   Take escalated issues and resolve or refer to specialized expert as needed.

A.5   Prepare recommendations, metrics, and status reports for management to highlight progress, identify obstacles, and advise which actions are necessary to meet project schedules and service delivery expectations.

A.6   Prepare, review, and revise service requests to accomplish business goals utilizing business requirements gathering methodology, project management techniques, data gathering and presentation, group development and interaction, and meeting management.

A.7   In coordination with management, review and evaluate existing IT operations, procedures, and policies to determine, recommend, and implement needed changes and to identify problems and initiate corrective action.

A.8   Ensure IT communications to customers on system outages and changes are understandable, timely, and effective.

A.9   Model continuous learning, to keep current, and to be a thought leader in ITSC and for ETF.

20%   GOAL B. Provision of expert level service and technical support to customers
Worker
Activity

B.1   Investigate, analyze, and negotiate the resolution of service requests, issues, and problems with customers, involving other IT technicians as needed.

B.2   Provide exceptional customer service in person, via phone and email as appropriate.

B.3   Perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention.

B.4   Support multiple platforms including desktops, laptops, mobile devices, and videoconferencing equipment.

B.5   Implement, operate, and improve IT service operation particularly Incident Management, Change Management, Configuration Management processes.

B.6   Assist customers in testing and updating, and configuration recommendations for customer-installed applications.

20%   GOAL C. Development, implementation, and oversight of end-user technology integration activities to increase ETF technology maturity

Worker
Activity

C1.   Lead and oversee the analysis of performance data related to new technology systems and the development of techniques to optimize the use of computer resources.

C.2   Initiate research, assess, beta test and prototype emerging information technology solutions to satisfy customer's business needs.

C.3   Create and maintain a User Experience Plan for the effective use of technology integration for staff and/or business units and across content areas.

C.4   Create and/or leverage existing tools to continuously assess technology strengths of individual staff and assist in identifying technology thought leaders. Provide reports on technology maturity levels in the agency to management as requested.

C.5   Survey staff for levels of professional knowledge and skill around technology integration, assess and analyze the data, determine technology support needs, provide recommendations for technology innovations, and present to leadership on survey results.

C.6   Provide a personalized learning approach to assist the organization/business units with focused technology skills growth for the technology-based resources of ETF.

C.7   Interact with technical support, operations and vendor staff to ensure coordination of their efforts with project team efforts.

C.8   Facilitate the Business Infrastructure Council meetings, agendas, and minutes. Ensure follow up for BIC member requests and Council decisions.

C.9   Develop, review, coordinate, implement and oversee technical and software test plans and test cases for technology implementation efforts.

C.10   Create, recommend and review technology implementation plans prepared by technicians to ensure staff and management have a clear understanding of proposed changes and changes are following required processes such as communication, testing, documentation updates, back out, etc. Review vendor work plans.

15%   GOAL D.   Provision of consultation, special assignments, and support

Worker
Activity

D1.   Oversee and carry out special assignments, as appropriate, to respond to the needs of the Department, including but not limited to special reports, reviews, and recommendations.

D2.   Work independently to provide information and training to IT technicians on infrastructure technology usage, policies, change methodology, project management, business-area knowledge, and customer relationship management.

D3.   Lead and/or represent the section, bureau, division, department and/or state on committees or in ventures to facilitate the provision and enhancement of information and technology.

D4.   Keep current with changing technology through reading trade publications and attending training, conferences, and seminars.

D5.   Orient new employees to IT standards, utilities, procedures, standards, policies, practices and major application areas.

D6.   Act as a subject matter expert for process integration and automation opportunities.

D7.   Assess the effectiveness of current systems and evaluate the feasibility of new systems and services.

D8.   Additional duties as assigned.

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Knowledge, Skills, and Abilities:
1. Knowledge of information systems concepts, principles, practices, and techniques.
2. Strong leadership skills and knowledge of conflict resolution methods and techniques.
3. Ability to provide, and receive, constructive feedback.
4. Ability to perform business analyses for purposes of designing and developing, implementing, enhancing, testing, monitoring, and maintaining automated IT applications.
5. Knowledge of systems implementation issues and methods.
6. Knowledge of system monitoring and maintenance techniques
7. Ability to analyze and evaluate IT project proposals and requests for conformity with applicable long- and short-range plans.
8. Ability to analyze and evaluate system modifications to ensure that accurate programming specifications are met.
9. Knowledge of the requirements, analysis and design phases of system development projects.
10. Analytical and problem-solving skills.
11. Skill in identifying and investigating system development/enhancement and performance issues.
12. Ability to prepare project requests and proposals in a clear, concise, and complete manner and at the projected level of user understanding.
13. Skill in identifying and investigating system development/enhancement and performance issues.
14. Effective oral communication skills to clearly communicate both in one-on-one settings and providing group presentations.
15. Effective written communication skills, including knowledge of correct grammar, spelling, punctuation, sentence structure and language usage.
16. Ability to explain and summarize complex information in a manner easily understood by others with varying degrees of knowledge or understanding.
17. Knowledge of various resources for researching new and emerging technologies and determining applicability to project requirements.
18. Skill in developing and maintaining effective working relationships with administrative and professional staff both internal and external to the organization (e.g., internal staff, management, county partners and agencies, tribes, etc.)
19. Organizational and time management skills.
20. Knowledge of project/work plan development and management, including project management methods and tools.
21. Ability to guide a project from beginning to completion.
22. Ability to lead teams on IT projects.
23. Ability to manage vendor contracts.
24. Knowledge of policy and procedure analysis and development methods and techniques.
25. Knowledge of the state procurement process including simplified bid, RFP, RFB and RFI.
26. Ability to produce financial reports from a data warehouse and other financial systems.
27. Knowledge of cost-benefit analysis methods and techniques.
28. Knowledge of meeting management techniques.
29. Skill in building consensus among groups and knowledge of group processes, including facilitation and negotiation techniques.