

Management Information Manager
Position #010327

POSITION SUMMARY

Under the general supervision of the Director of the Bureau of Information Technology Services (BITS), this position serves as the Deputy Director of BITS and works with the Director/CIO in the execution of the Department IT strategy and ensures its alignment with ETF business strategy and the delivery of technology capabilities required to achieve business success.

This position assists the Director/CIO in support of enterprise business strategy, including metric tracking and reporting, maintaining and managing the IT staffing and training plans, the operating model, bringing current state knowledge and future vision of leveraging information and technology into business model design, and business process management.

The position, along with the Director/CIO, partners with agency leaders, business units, and the ETF Office of Enterprise Initiatives (OEI) to develop mid and long-range plans that provide new application development, technology automation services, enhancements, maintenance, and operations of our business and administrative applications. This position ensures that all appropriate product and/or project management methods and requirements are used within BITS while providing management sponsorship and oversight as appropriate. This position also leads strategic evaluation and operational development of metrics and key performance indicators (KPI's), including ETF's APM that continually assesses the business value and technical condition of ETF's application portfolio.

This position manages subordinate supervisors of the Development/Quality Management, IT Solutions Center, and Development/DBA/Middleware sections. This position also provides guidance to BITS project managers and Architects as required in support of the Director/CIO. This position provides professional technical advice, counsel, assistance and support to other Administrators, Office Directors, and the Secretary's Office.

This position supports the development, implementation, and operation of high-quality information technology functions to assure optimum use of Department resources. It is responsible for brokerage, development, and maintenance of large, complex, custom designed, COTS, and cloud-based information systems, support of vendor software and technology services, technology feasibility studies, planning, and technical services for office automation. This position also oversees management and control of ETF's system application and development plans, methodologies, standards, and procedures.

This position partners and coordinates with leadership from the other DTSDS units including the Bureau of Information Security Management (BISM) and the Data Management Bureau (DMB). The Deputy Director works closely with the Bureau of Information Security Management (BISM) to ensure that all information technologies and systems are secure. This position ensures State and ETF information security policies, procedures, and industry best practices are implemented to ensure that member and employer data is well secured.

This position is a key leader in developing and monitoring ETF's technology budget, providing for efficient and cost-effective use of technologies and services for various computer platforms including cloud, client/server, mainframe, and desktop systems. This position keeps ETF abreast of and, as appropriate, recommends technologies consistent with state-wide initiatives and enterprise standards.

This position serves an oversight role with all Audit entities including, but not limited to, the Legislative Audit Bureau, ETF Internal Audit, and other external auditing entities as required. This position serves on committees and task forces to provide input into enterprise initiatives such as infrastructure services, security architecture, disaster recovery, and business resumption planning, etc. This position supports the Director/CIO in overseeing the Identity and Access Management environment, maintaining secure access principles and management of all audit requirements related to secure access to systems.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 665,000 members receiving \$7.2 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS AND WORKER ACTIVITIES

- 35% GOAL A: Assist with Oversight of Information Technology Services for the Agency, including development, quality assurance, database administration, middleware, service support, technical and systems architecture.**
- A1. Oversee the evaluation of proposals, and procurement of information technology infrastructure, products, and services.
 - A2. Oversee the administration of database systems in production, test, and operations environments.
 - A3. In partnership with DMB and BISM manage analysis, modeling, administration, and requests for information on various Department platforms, using a variety of software.
 - A4. In partnership with the ETF CDO and the ETF Chief Information Security Officer (CISO), as well as the BITS Supervisors, oversee secure access and administration of data and IT systems. Assure data is protected from destruction, loss, unauthorized access, or modification.
 - A5. In support of the Director/CIO, work in conjunction with BITS Supervisors to coordinate user support, ensure job completion and prompt resolution of technical issues/problems and communicate problem management solutions in a timely manner.
 - A6. Work in conjunction with DET and the Technical Architecture Review Committee (TARC) to evaluate appropriate technology solutions, support, and recommendations. Assure production, system, test, and operational environments on multiple platforms, including cloud services, meet Department needs and requirements.
 - A7. Oversee research and development projects to provide direction and coordinate implementation of technology beneficial to Department.
 - A8. Establish policies and procedures to protect the privacy of individuals whose records are in machine readable form as required by law and Department policy.
 - A9. Develop and implement technology policies and procedures. Provide necessary support to users in using and managing applications and in obtaining adequate training.
 - A10. Direct analysis and develop conceptual designs for the ETF's information and office systems in accordance with business and strategic plans in coordination with the Bureau Director/CIO and management across the agency. Assure plans meet operational and strategic needs of Divisions and Offices, enhance accuracy and timeliness of services, and meet information and efficiency requirements for user clients and WRS members.
 - A11. Set developmental and technical priorities consistent with the information systems plan in coordination with the Bureau Director/CIO; establish appropriate operations guidelines and techniques to avoid conflicts and to respond promptly.
 - A12. Direct the development, installation, uses and improvement of system development methodology, tools, procedures, and standards in coordination with the Bureau Director/CIO including analysis, design, programming, documentation, user involvement, user approval, formal estimating techniques, status reporting mechanisms, and project management systems.
 - A13. Direct the establishment and maintenance of user communications and commitment through formal and informal techniques in coordination with the Bureau Director/CIO. Include regular review of work plans and priorities, analysis, design, programming, tests implementation, written descriptive status reporting, information technology maintenance or enhancements, post implementation evaluation, and other activities.

- A14. Oversee and direct any third-party software development to assure consistency with specifications and effective and proper coordination with existing systems, standards, and requirements for system development. This includes oversight of the ETF Systems Integration strategy to ensure consistent, timely, secure system and data integrations of new and legacy systems.
- A15. Provide direction and oversee preparation of IT budgets in coordination with the Bureau Director/CIO. Maintain financial control for budgeted allocations.

20% GOAL B: Provision of assistance to the Director/CIO in the management of Bureau activities.

- B1. Provide overall leadership, administration and direction of Bureau programs and activities in accordance with Director/CIO vision and strategy.
- B2. Act on behalf of and with the full authority for the Director/CIO during absences and as directed.
- B3. Participate in Bureau and Division management team meetings, Bureau and Section staff meetings, budget meetings, etc.
- B4. Oversee strategic and tactical information technology planning and budgeting activities in conjunction with the Director/CIO.
- B5. Identify and implement methods and strategies to ensure that Department objectives are met by coordinating the development of Bureau objectives, initiatives and programs, monitoring and evaluating progress and impact, and reporting Bureau accomplishments to the DTSDS Administrator and Secretary's Office.
- B6. Review and monitor Bureau programs and services for improvement opportunities on a regular basis, recommend improvement initiatives and, in conjunction with the Director/CIO, implement improvement efforts.
- B7. Oversee the development, review and/or update of contracts related to Bureau functions provided by vendors.
- B8. Oversight of IT audit planning and execution at ETF, including but not limited to Legislative Audit Bureau, ETF Internal Audit, and other contracted audit services as required by the agency.
- B9. Report on information technology project plans and progress, service levels, utilization of personnel and equipment, system incidents and change activities, and financial performance.
- B10. Administer department-wide contingency plans for business interruption and disaster recovery in coordination with state-wide plans in conjunction with the COOP Officer.

20% GOAL C: Staff Supervision and Management.

- C1. Provide supervision to assigned staff, including BITS supervisors, by establishing work plans and priorities for bureau staff, evaluating performance, and taking necessary and appropriate actions to maintain performance at acceptable levels.
- C2. Ensure employee alignment to the agency competency framework, the strategic goals of the agency, and establish and promote effective working relationships within the Bureau and throughout the Department.
- C3. Staff subordinate positions and plan employee development through recruitment, selection, training, progressing work assignment, evaluation, promotion, retention, and career path training.

- C4. Manage employee performance to include training, development, and evaluation.
- C5. Recommend and undertake disciplinary actions up to and including discharge when necessary.
- C6. Support and promote departmental policies and programs including Equity and Inclusion, Health and Safety, Employee Assistance, Family/Medical Leave, etc.
- C7. Comply with ETF managerial standards and core competencies.

20% GOAL D: Provision of continuous improvement strategies to ETF's departmental information technology planning activities

- D1. Oversee preventive maintenance and operationalization programs for managed computing systems. This includes the establishment of mechanisms for timely reporting of system outages and resolutions.
- D2. Oversee the utilization and cost accounting for departmental systems; this includes the direction of systems tuning activities where applicable to reduce and contain costs.
- D3. Collaborate with the ETF CISO on the implementation of ETF's physical and data security policies and procedures for both external contracted and internal systems. This includes supervision, review, and development of consistent policies. Security is in accordance with Wis Stat. 40.
- D4. Oversee research and perform fiscal analyses to assist Divisions, Offices, and users in requesting information technology resources. Determine effect on bureau, office, division, and agency plans for personnel, equipment, materials, and processes. Provide professional guidance and consultation for potential system enhancements, innovations, and changes. Where appropriate, advise or formulate necessary actions to carry out recommendations.
- D5. Oversee the development of department-wide hardware and software policies and configuration standards which support the departmental information technology strategic goals. Standards will be developed in close cooperation with Departmental program staff, BISM, IT staff and the DOA/DET.
- D6. Oversee the responsibility for developing and monitoring the integrity of systems in accordance with Department Internal Control standards.
- D7. Coordinate the analysis and report on specific proposals or requirements placed on ETF's technological infrastructure for compliance with departmental strategic goals and architectures. Requirements may be in the form of legislation, judicial orders, or executive directives. Proposals are either developed by ETF based on mandated program changes, the Department of Administration, or external consultants.
- D8. Initiate, participate, and maintain familiarity with statewide activities which affect present or planned Department information technology infrastructure requirements. Advise external IT providers and DET of status, new ideas, development activities, technical needs, opportunities, and priorities of ETF.

5% GOAL E: Other duties as assigned.

- E1. Pursue professional employee development activities to increase knowledge of employee benefits field and to enhance managerial skills and techniques.
- E2. Lead and participate in special projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Principles of modern management techniques and their application to information technology specialties such as computer science, application development (including project management), and data processing operations on a variety of hardware platforms.
2. Ability to collaborate and build relationships with a wide range of stakeholders, including technical and nontechnical staff.
3. Experience implementing Agile techniques in the provision of information technology services such as application development.
4. Experience with ITIL, COBIT, or other service management frameworks or processes.
5. Strategic, business, information technology, and budgetary planning techniques for resource utilization, including feasibility and cost benefit analysis.
6. Effective oral, written and other interpersonal skills and techniques to prepare and present complex information technology plans and proposals.
7. Leadership, human relations and other administrative and supervisory skills to develop effective working relationships and coordinate, motivate, and inspire IT personnel towards action and valuable outcomes.
8. System development methodology procedures, tools and standards, including documentation requirements and system testing techniques.
9. System hardware and software requirements used in a variety of modern business applications, including data record keeping and retrieval, office automation, individual financial accounting, budgeting, general ledger accounting, procurement, human resources, general services, computer billings, statistical analyses and program results.
10. Principles of application development methodologies and technologies such as COBOL, Java and SQL.
11. Principles of database architecture, including procedures for effective and efficient data base administration and control, such as DB2 and SQL Server.
12. Contingency planning, including disaster recovery practices and procedures.
13. Information security practices and procedures including software used for security in a wide variety of applications on different hardware and cloud-based platforms.
14. Data processing scheduling techniques, procedures, and controls in on-line, batch and off-line environments using a variety of hardware applications.
15. Project management methodologies and standards including waterfall and agile, and when to use which.
16. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
17. Knowledge of state budgeting and fiscal management.
18. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.
19. Commitment to creating a diverse and inclusive work force.