

Position Summary

Under the general supervision and review of the Chief Information Officer (CIO), this position provides expert leadership on IT projects and initiatives in the Bureau of Information Technology Services (BITS) and enterprise projects. This position is responsible for the overall coordination and management of projects to successfully implement BITS, ETF and business unit strategic goals and initiatives and has a high degree of independent coordination with vendors, other state departments, and all levels of staff and senior management. Responsibilities include, but are not limited to, management of project timelines, quality assurance, scope, budget, resource assignment, and issue escalation.

This position manages and leads project teams, facilitates project meetings, elicits requirements, leads group collaboration, sets agendas, and provides project status reports. It is responsible for developing/coordinating project plans and monitoring vendor delivery efforts, timelines, and milestone completion efforts. The position ensures appropriate and continuous communication throughout projects with stakeholders and works closely with project sponsors and business representatives to ensure projects meet identified business requirements. The position works with multiple project and technology teams to implement quality assurance and user acceptance testing. The position identifies project training needs and coordinates that training with project team members and other units like transition management and external vendors.

This is an expert-level position performing difficult and complex work establishing BITS procedures, priorities, recommendations, and/or solutions to IT and business-related issues. This person will independently serve as the principal authority in the management of assigned IT projects, provide expertise in multiple projects of moderate to difficult scope and complexity, and manage complex projects and/or programs.

This position will participate in the ETF Center of Excellence for Project Management and will work with other members to establish and implement standards, procedures, and best practices for project management in the agency. This position is responsible for providing direction and mentorship to other BITS project managers in the use of tools, techniques, metrics, and standards. In addition, this person will actively embrace ETF values and fully incorporate them into tasks, job performance, and service to customers. This position is expected to follow agency project management policies and coordinate with the Office of Enterprise Initiatives on those policies and procedures.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 630,000 members receiving \$5.6 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports the agency strategic goal focused on building a talented and agile workforce necessary for 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

45% GOAL A. Management of IT projects

- A1. Manage IT projects within BITS and provide leadership for agency-wide modernization projects.
- A2. Lead, facilitate, and coordinate project team meetings to elicit information necessary to help teams engage, secure commitment, gain consensus, and generate decisions.
- A3. Develop and manage large-scale project workplans and work breakdown structures.

- A4. Perform cost estimating and budgeting, coordinating with technical and business experts as required. Monitor and report on those estimates to actuals per project plans.
- A5. Monitor progress of projects and negotiate timeline changes, as needed. Track action items, issues, risks, and key decisions.
- A6. Analyze and independently manage project risk to minimize impact. Escalate risks to project leadership as needed.
- A7. Monitor project dependencies and lead resolution of implementation or post implementation issues and risks.
- A8. Provide guidance and consultation to technical leads on the functional aspects of solutions design.
- A9. Provide leadership to internal and external stakeholders in the gathering and validation of business requirements and the design of functional solutions.
- A10. Lead the evaluation of vendor performance. Provide feedback to vendors and resolve vendor issues as need.
- A11. Independently resolve issues to remove roadblocks and provide reports or updates on issues to project leaders.
- A12. Implement agile workflow practices and frameworks.

30% GOAL B. Leadership of BITS strategic initiatives

- B1. Lead IT planning activities and allocate resources in conjunction with BITS team leads, supervisors, the Deputy Bureau Director, and the CIO.
- B2. Create and manage plans to execute strategic initiatives within BITS related to the provision of IT services and BITS operating models.
- B3. Prepare metrics, reports, and presentations for leadership within BITS and across the agency on BITS strategic initiatives.
- B4. Develop a deep understanding and expertise of applicable operational processes, procedures, and policies within BITS.
- B5. Establish and direct new processes and standards within BITS.
- B6. Coordinate BITS activity with Agency strategic initiatives.
- B7. Develop post-implementation metrics and monitoring plans to evaluate initiative success.

15% GOAL C. Management of BITS portfolio and project intake processes

- C1. Provide direction and training to other staff on BITS project intake processes.
- C2. Develop and document BITS project intake processes in coordination with BITS leadership.
- C3. Track and manage ongoing BITS project intake processes.
- C4. Represent BITS in the coordination and presentation of BIS project requests to the Agency Portfolio Committee.
- C5. Track and manage the BITS project portfolio, including developing high-level roadmaps and evaluating resource needs and gaps.

5% GOAL D. Participation on the Project Management Center of Excellence

- D1. Provide direction and training to other BITS staff in the use of project management tools, techniques, metrics, standards, and best practices.
- D2. Promote, recommend revisions to, and assist in the development of project management policies/procedures, standards, and tools/templates and the enterprise, ensuring consistency.

- D3. Strive for continuous process improvement through identifying root cause of problems and developing solutions and inspiring BITS and the organization with new ways of thinking and project execution.
- D4. Provide project management leadership within the organization by developing and defining a productive project culture where everyone involved in projects understands their role and responsibility in ensuring project success.

5% GOAL E. Performance of special assignments and professional development

- E1. Attend trainings, seminars, conferences, etc. to remain proficient and build upon skills, expertise, and experience.
- E2. Stay abreast of project management trends and best practices.
- E3. Represent BITS on enterprise-wide and/or Department committees, as assigned.
- E4. Other duties, as assigned.

Knowledge, Skills, and Abilities

1. Ability to apply critical thinking and problem-solving skills to complex, enterprise projects
2. Ability to lead IT projects involving multiple technology teams (e.g., infrastructure, system admins, application developers, security, quality assurance, and data technicians)
3. Ability to develop and execute workplans for large-scale enterprise projects
4. Ability to lead IT projects involving both internal stakeholders and external vendors
5. Ability to work with senior leadership to implement strategic programs and operating model initiatives
6. Knowledge of workflow tracking/ticketing systems (e.g., Jira, Ivanti, or similar)
7. Expert-level skills and experience with conflict management/resolution
8. Advanced listening and expert documentation skills
9. Advanced analysis skills grounded in technology, business planning, and management
10. Demonstrated ability to identify appropriate members and develop effective teams with specific knowledge and skills needed to develop solutions and make recommendations
11. Ability to independently identify and obtain information sources needed to perform responsibilities effectively and efficiently
12. Ability to identify key points and communicating results accurately and effectively to a broad audience
13. Extensive knowledge of information technology planning and implementation methods and techniques
14. Expert knowledge of project management methods, principles, tools, and techniques
15. Ability to influence others and encouraging creative thinking to identify solutions
16. Highly developed communication, interpersonal, and team building skills to develop and sustain effective working relationships, including facilitation and leadership skills
17. Skilled in establishing and maintaining effective contact and communication with staff and management at all levels of the organization and with external groups/individuals
18. Expert ability to communicate business and technical concepts and information effectively to a wide range of audiences
19. Considerable ability to work as an effective member in a team environment and to mentor more junior staff
20. Ability to work independently and exercise appropriate judgment with minimum supervision and produce effective, acceptable results within defined time frames
21. Ability to take the initiative to assertively represent business needs, to stand firm when necessary and to compromise when possible, to diplomatically challenge assumptions, and to make recommendations to business and technical staff at all levels of responsibility and authority throughout the organization
22. Highly skilled in effective time management, organization, and priority-setting; high attention to detail
23. Demonstrated ability to analyze facts and apply sound judgment in decision making
24. Skilled in the use of IT Service Management (ITSM) applications and processes
25. Advanced knowledge of Agile and Scrum processes
26. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures
27. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager

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