

IS Business Automation Consultant/Administrator  
Infrastructure Team Lead  
Position #337180  
Division of Technology, Security & Data Services  
Bureau of Information Technology Services/IT Solutions Center Section

### **POSITION SUMMARY:**

Under the broad policy guidance of the IT Solutions Center (ITSC) Supervisor, this position is the Team Lead for the Division of Technology, Security, and Data Services (DTSDS) Bureau of Information Technology Services (BITS) Infrastructure, Telecom, and SharePoint Teams and provides technical direction for all ITSC teams. This position is responsible for coordinating and facilitating technical and business analysis for infrastructure and system administration activities. The position also provides backup, as needed, to the ITSC Supervisor. In addition, this position mentors staff relative to infrastructure hosting and service provisioning from DET, infrastructure and security best practices and procedures, planning, communications, problem and conflict resolution techniques, and project and business analysis techniques across the agency.

This position leads and manages ETF's DET-hosted infrastructure management efforts. This position is also responsible for directing the creation, maintenance and enhancements to templates, processes, best practices, change control, operational service support guidance, and similar documents related to operations. This position ensures that simple, yet sound, procedures are established and followed to ensure risk mitigation, proactive user notification of potential outages and capture reusable procedures and practices.

This position will provide leadership support for the Telecom and Microsoft SharePoint Team, guiding the vision for the application, supporting staff assignments, and working with business areas to maintain appropriate functionality of the resource. This position will also sit as the Change Manager for our IT Change Request processes.

This position is considered an expert technical analyst that will collaborate with staff comprised of project leaders and a wide variety of technology and system experts. This position will plan and coordinate the ongoing support for hardware and software infrastructure hosted at DET. This position will develop standards and strategies for managing vendor-hosted IT systems infrastructure, integrating various systems, data platforms, network topologies, operating systems, while ensuring long term support of the ETF's DET-hosted infrastructure.

This position will serve as a Team Lead, offering advanced technical systems expertise and IT advice to the ITSC Supervisor, Deputy Director, CIO, DTSDS leads, and managers, as well as other Bureaus, and Divisions. This position will coordinate, lead, and manage the design, implementation, and support of technical infrastructure and services for the Department.

This position will document, review, and evaluate current technical architecture, security, and connectivity configurations, lead feasibility studies and prepare cost/benefit studies for management review as needed, recommend, present, and negotiate reengineering solutions with users and management, and coordinate, monitor, and lead the implementation of solutions. This position will operate with a high level of independence and authority, overseeing ongoing infrastructure operations, projects, and making key decisions. It will handle negotiations with external consultants, as well as internal staff from ETF program divisions, and BITS and DTSDS sections.

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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: Leadership of technical teams and coordination of business analysis activities for infrastructure and system administration**

- A1. Assign and coordinate tickets and service requests
- A2. Lead System Administration (Server) teams in a cloud, hybrid-cloud environment
- A3. Meet with management and staff to evaluate progression on tasks, identify and resolve issues, and plan for future projects and initiatives.
- A4. Evaluate staff assignments and plan training, as needed, to increase staff effectiveness and productivity.
- A5. Help set team resourcing priorities and work with the ITSC Supervisor to ensure that staff understand priorities.
- A6. Evaluate current policies, procedures, methods, and workflow to determine and gain insight into the rationale for the present system. Recommend and develop standards and guidelines for the Infrastructure team, BITS, and the Divisions as appropriate.
- A7. Assist with the coordination of schedules, as needed, to ensure coverage, as well as meet the priorities and obligations of the infrastructure team.
- A8. Work cooperatively with DTSDS management, team leads, and technical leads to resolve issues or coordinate planning.
- A9. Provide recommendations, technology evaluations, and coordinate creation of project charters, process re-engineering efforts, and other strategic IT initiatives and share these with DTSDS management and other appropriate staff.
- A10. Conduct appropriate surveys, interviews, and meetings with key division staff and management to identify and document system needs.
- A11. Manage the evaluation of current technologies and methods of use to determine the new upgrade and connectivity needs.
- A12. Collaborate with DTSDS staff to review and assess hardware and software alternatives and provide updated recommendations to staff and management as needed to obtain approval for proposed improvements or changes.
- A13. Monitor actual performance against desired service levels for team members.
- A14. Manage the efforts needed to identify business and technical problems and recommend technical solutions.

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**30% GOAL B: Technical infrastructure support, design, and maintenance**

- B1. Provide problem diagnosis and resolution support for new and existing systems hardware and software
- B2. Maintain advanced technical expertise in the area of hardware/software system facilities, such as operating systems configuration, network communications, and Internet software.
- B3. Provide assistance with the analysis of performance data related to computer systems and with the development of techniques to optimize the use of computer resources.
- B4. Serve as a technical consultant for review and verification of technical feasibility and the integration of new systems and software into ETF's technical architecture.
- B5. Serve as a primary subject matter expert in the development and implementation of IT systems policies and procedures in areas such as domain architecture, server management network management, security systems, backup and recovery strategies, job scheduling, server monitoring, and capacity planning.
- B6. Participate in development of standards and coordinate establishment of those standards with other units in BITS.
- B7. Provide guidance to the team on appropriate hardware and software changes to accommodate new or changing technologies.
- B8. Ensure the team maintains software packages on an ongoing basis to upgrade to new release/version, resolve problems, and maintain software stability.
- B9. Tune software and hardware via appropriate parameter and configuration changes to maintain optimum system performance.
- B10. Troubleshoot software problems, gather documentation, and work with software vendors and/or BITS staff as appropriate for problem resolution.
- B11. Maintain network servers in accordance with established DOA standards. Develop and implement new standards as needed, in conjunction with other BITS staff.
- B12. Remediate server and application security vulnerabilities in a hybrid environment.

**10% GOAL C: Change management leadership**

- C1. Review all tickets prior to the change management meeting and ensure requests are filled out correctly.
- C2. Prepare agenda for the weekly meeting and facilitate the meeting.
- C3. Attend DET's OPCOM/CPAC meetings and ensure changes being made by DET are communicated to the appropriate staff and stakeholders at ETF and taken into account as changes are being planned for ETF.
- C4. Ensure that changes initiated by ETF are affectively communicated to all impacted staff.
- C5. Work with the change management team to identify potential risks associated with a change and develop mitigation strategies as appropriate.
- C6. Train new members to the team on the change management process.

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**10% GOAL D: Participation in the Bureau of Information Technology Services administration**

- D1. Propose and develop position papers as needed.
- D2. Provide analysis, recommendations, reports, and memos as needed.
- D3. Lead meetings with DTSDS staff to develop and determine strategic and IT technology planning needs.
- D4. Interact with DTSDS staff and users to explain and negotiate new solutions, technology direction, and concepts.
- D5. Provide informed, objective advice about system alternatives to assist in making technical infrastructure decisions.
- D6. Consult with BITS staff to provide a multi-disciplinary approach to problem resolution.
- D7. Represent the department and BITS on task forces or special committees.

**5% GOAL E: Performance of other duties as assigned**

- E1. Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of the Bureau of Information Technology.
- E2. Participate in agency State task groups and professional organizations to maintain currency in the field, contribute to organizational initiatives, and network with other IT professionals.
- E3. Read books and periodicals to improve knowledge of information processing.
- E4. Attend conferences, seminars, and workshops to increase knowledge in information processing trends and issues, system development methodologies, productivity issues, and other applicable skills such as negotiation, communication, conflict resolution, planning, project management, leadership, and supervision.
- E5. Review external publications to increase understanding of universal issues and needs, especially those pertaining to direct user offices.
- E6. Performance of other duties as assigned.

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**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Expert knowledge of enterprise project management and business analysis methodologies, tools, and techniques
2. Expert ability to manage a large portfolio of IT projects across a large agency
3. Expert knowledge in Microsoft O365 Suite of Productivity Tools
4. Expert knowledge of change management processes
5. Demonstrate a strong understanding of modern cloud (IaaS, PaaS, SaaS) concepts, architecture and service models
6. Demonstrate a strong understanding of Microsoft SharePoint collaboration software tool
7. Demonstrate a strong understanding of modern telephony solutions and architecture
8. Ability to review and monitor IT project proposals, estimates, timelines, and work plans for accuracy, consistency, and conformity with enterprise standards and strategic plans
9. Ability to review and monitor IT and business process re-engineering efforts
10. Ability to use appropriate information resources to resolve problems and answer questions
11. Ability to explain and summarize highly complex technical information in a manner easily understood by others with varying degrees of knowledge or understanding
12. Ability to lead the development and implementation of standards, policies, procedures, and guidelines for IT support
13. Skilled in developing and maintaining effective working relationships with senior management and staff at a variety of levels internal and external to the organization
14. Ability to create enterprise vision and strategy, see the “big picture” and remain objective
15. Ability to be flexible and adaptable to ever changing goals and objectives
16. Advanced knowledge of various resources for researching new and emerging technologies and determining applicability to project requirements
17. Expert knowledge of project/work plan development and management
18. Expert knowledge of cost-benefit and risk analysis methods and techniques
19. Ability to oversee a complex project portfolio management effort
20. Ability to oversee department-wide business analysis efforts
21. Expert innovation skills
22. Expert organizational and time management skills
23. Expert group presentation skills
24. Expert oral and written communications skills
25. Advanced ability and willingness to learn about new technologies and how to utilize them to automate business systems and processes
26. Advanced ability to analyze and evaluate system modifications to ensure that accurate specifications are met
27. Advanced ability to work on a team, create favorable experiences, and share information and expertise
28. Expert skill in creating positive outcomes and win-win situations
29. Expert ability to analyze and evaluate IT project proposals and requests for conformity with applicable long and short-range plans
30. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
31. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.