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 partners 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 leading Department/Division business process re-engineering teams and projects that serves both internal and external customers, such as employers and vendors; 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.

This position has advanced 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 various file reads of WEBS, MEBS/future IAS, OnBase, and other databases; assisting in the development of new systems by performing user testing and preparing technical user documentation.

As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

40%   GOAL A: Development, maintenance, and implementation of new or improved IT systems, data management, and business processes.

Worker
Activity   A.1   Serve as the key integration point to translate business needs, for maintenance and/or development of IT systems and business services, between Division business users/business operations, BITS, OEI, WRS employers, vendors, and/or third-party administrators.

                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, MDM, Cornerstone (for employers), and other system projects.

A.5   Coordinate and facilitate the development of business user requirements, soliciting information from subject matter experts, in coordination 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 the division, BITS, and OEI.

30%   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 quality control efforts for IAS, PAS, MDM, and other future system development projects.

Worker
Activity   C.1   Oversee the development of test plans, methods, and criteria for acceptance testing. Work with business users, employers, third-party administrators, 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   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.5   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.6   Identify changes to business processes as a result of new or changed functionality. Facilitate corresponding changes to written procedures and worker instructions.

C.7   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.

10%   GOAL D: Participation on the Business Process and Analysis (BPA) Center of Excellence

Worker
Activity   D.1   Provide direction and training to other staff in the use of business analysis and process tools, techniques, metrics, standards, and best practices.

D.2   Strive for continuous process improvement through identifying root cause of problems and developing solutions, providing mapping services, and inspiring the organization with new ways of thinking and new ways of doing business.

D.3   Create common ground between business units and IT services to ensure IT staff have the requirements and information to deliver technical solutions that support business needs.

D.4   Collaborate with peer business analysts to proactively identify opportunities for process, system, or other enhancements that may help the business mitigate operational risk and/or achieve its business outcomes.

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

Worker
Activity   E.1   Prepare reports for management, including status reports of assigned projects and system testing.

E.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

E.3   Participate and represent the Division in work groups as assigned.

E.4   Carry out special assignments and miscellaneous duties to respond to the needs of the Department.

KNOWLEDGE, SKILLS AND ABILITIES

1. General knowledge of Department-wide business processes and the Information Technology systems that support them.

2. Advanced ability to analyze enterprise-wide business and technology issues in a large or complex organization and be able to document and communicate business knowledge.

3. Advanced skill in business analysis, new business process design, quality/process improvement, and change management.

4. General knowledge of project management methods and techniques.

5. Highly developed problem-solving analysis and research skills, including the ability to apply creativity in thinking and problem solving.

6. Ability to independently identify and obtain information sources needed to perform responsibilities effectively and efficiently.

7. Strong knowledge and understanding of the software development lifecycle including requirements analysis, design, testing, and deployment.

8. Advanced 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.).

9. Knowledge of XML, CSV, and delimited text formats.

10. Advanced knowledge and skill in the use of Excel, including pivot tables and pivot reporting, data set analysis, advanced formulas, and VLOOKUP.

11. Advanced knowledge and skill in the use of MS Access.

12. Knowledge of mainframe and web-based systems.

13. Knowledge of business intelligence applications (Crystal, SSRS) and software (Tableau).

14. Knowledge of concepts and principles of relational database management systems.

15. Skill and ability to write complex SQL with relational databases.

16. Knowledge of research methods, system analysis, system testing techniques, and processes for making system changes.

17. Knowledge of database and system reconciliation methods and techniques.

18. Ability to develop test plans and conduct systems testing.

19. Knowledge of methods to effectively display data for use by others in making management decisions.

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. Highly skilled in effective time management and priority-setting.

24. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.