Position #

IS Systems Development Services Consultant/Admin.

DevOps Team Lead and Solution Delivery Coordinator (Lead Worker)

POSITION SUMMARY

Under the broad policy guidance of the Bureau of Information Technology Services (BITS) Development, DBA, and Middleware Supervisor, this lead-worker position provides expert-level team leadership in the design, development and implementation of hosting platforms, transition automation, and the engineering of ETFs continuous integration and delivery pipeline from inception to completion. This position provides coaching and team leadership for developing and maintaining highly complex system robotics, hosting platforms, and system integrations. This includes maintaining and systematizing legacy systems, adoption of new systems, incorporating commercial-off-the-shelf (COTS) software, and amalgamation of Software as a Service (SaaS) solutions. This position provides leadership in all aspects of collaboration, hosting, and pipeline automation and further adoption of DevOps principals including strategy, technical design, development, implementation, governance, observability, support, and testing utilizing mainframe, web, mobile, cloud platforms and Software as a Service (SaaS).

Serving as a DevOps architect, automation and integrator coach and team lead, this position leads the middleware, platform hosting, infrastructure, and development teams in the selection, design, adoption, and integration of the pipeline for delivery of applications, configurations and policy files, database and data model updates and documentation. This position leads teams in identifying, establishing, and adopting innovative approaches for development of business solutions including new tooling, frameworks, methodologies and the generation of initial procedures, policies, and standards for the adoption of DevOps at ETF. This includes leading meetings and standups with technical teams/product owners to refine requirements for defining DevOps strategy, the selection of new tools, and their implementation, adoption, and governance. This position leads and monitors multi-functional teams to achieve daily, sprint, and project goals for platform hosting solutions, middleware, and DevOps initiatives. This position will collaborate with technical staff at ETF, DET, other agencies, technical users, security, technical product owners, and vendors to make sure product acceptance criteria is clear, meets technical users' needs and requirements, and is implemented effectively. This position will lead efforts to continuously improve processes based on feedback from retrospectives, develop and monitor key performance metrics, and communicate with major stakeholders. This position manages all life cycle aspects of assigned products, projects, and integrations; plans and budgets for product deliveries; manages human and fiscal resources; effectively negotiates timelines, products, and other project concerns with top management positions including BITS, BISM and DMB Management, ETF Leadership, and DET. This position will provide status, system metrics, key performance indicators (KPI's), and completion reports to management. The incumbent will participate in the change control process, project meetings, TARC, and ETF Board of Leads.

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. The position serves as a project and technical advisor and first-level authority for platform hosting, middleware, and continuous pipeline delivery activities. This position will provide expertise to assist ETF with delivering high quality solutions for ETF, new systems integration, and the implementation of new business solutions expeditiously and efficiently. ETF is committed to serving our members and employers with the highest quality services possible while simultaneously pursuing new high-value initiatives. This position will help ensure that we meet our operational deliverables, while enhancing and modernizing ETF platform hosting and delivery systems.

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GOALS AND ACTIVITIES

40%   Goal A: Deliver leadership and guidance in the development and implementation of the comprehensive strategy and technical design of technologies within ETF for platform hosting, automation, and orchestration of the continuous delivery pipeline, and modernizing the enterprise tool chain involving mainframe, web, mobile, cloud, DevOps and Software as a Service to meet business and users' needs.

A1.   Architect innovative solutions for modernizing the enterprise tool chain and the automation and integration with existing and new systems.

A2.   Lead efforts to define, research, and select tools, techniques, standards, and methodologies for innovative solutions.

A3.   Guide the implementation of new development tools in the pipeline and enterprise tool chain and their integration with existing tools for new and legacy applications using agile methodology.

A4.   Direct the design of prototypes and tests for complex and emerging systems to provide the best integration and delivery of business solutions.

A5.   Coordinate project teams working on automating the promotion of code, application testing, and the delivery of applications from inception to completion. Project teams may be composed of entry, objective, advanced and consultant level IS staff contractors, business area managers, project vendors, and test team members.

A6.   Provide advanced technical design and development consultation to developers in the adoption of automation, containerization and orchestration of the continuous delivery pipeline and enterprise tool chain using DevOps and cloud technologies.

A7.   Direct the definition of requirements and acceptance criteria for platform hosting, automation, the continuous delivery pipeline, and the enterprise tool chain including the integrations with off-the-shelf software, cloud, and software-as-a-service solutions.

A8.   Plan and budget for workflow and product deliveries by working with management, middleware, infrastructure, security, and development staff to assess project scope and objectives, return on investment, risk, and budget for continuous integration/continuous delivery (CI/CD) efforts.

A9.   Incorporate security policies, principles and practices into the development build and deployment pipeline automation, container, and orchestration requirements.

A10. Negotiate timelines, products, and other project concerns with management, including Division Administrators and Department Heads.

A11. Work with platform hosting, middleware, and application development staff and management to develop actionable KPI's regarding the continuous pipeline delivery and enterprise tool chain, including setting goals and objectives, collecting measures, and calculating metrics.

A12. Provide guidance and facilitate the adoption of test-driven and behavior-driven development methods and practices by coordinating with the application developers in the selection and implementation of new development tools, procedures, and processes.

A13. Meet with section staff to provide feedback and assist in workload prioritization to ensure agency deliverables are timely.

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30%   Goal B: Provide leadership and advanced consulting services to platforms, middleware, system administrators, DBA's, and developers in identifying and adopting innovative DevOps approaches for providing business solutions including strategy, tooling, frameworks, practices and methodologies for mainframe, web, mobile, and cloud platforms.

B1.   Lead and mentor platform, middleware, application developers, infrastructure and data teams in the implementation and adoption of DevOps principals and cloud technology through various technical projects.

B2.   Lead the development of project estimations and resource allocations for platform hosting, middleware, DBA's, and developers.

B3.   Provide coaching on DevOps and cloud principles, ensuring compliance with established standards, and establishing task assignments and ongoing processes.

B4.   Develop policies, procedures, and standards for the use of, and compliance with, complex or emerging DevOps and cloud technologies within ETF, including technological standards for platform administration, application development, continuous delivery pipeline, enterprise tools, and integration methodologies.

B5.   Plan, schedule, and execute software upgrades, managing human and fiscal resource for software maintenance.

B6.   Work with teams to identify, select, and implement enterprise tools and their automation and/or integration into our environment including operational, performance, recovery, and security requirements. This may include such tasks as: tool selection, implementation, orchestration, containers, automated testing, coding standards, build and code promotion, source code management, and integration methodologies.

B7.   Perform advanced business systems analysis and technical design to identify customer requirements and user stories.

B8.   Develop programs and training recommendations to aid in the adoption of DevOps and cloud principles to include the creation/hosting of regular coaching and learning opportunities to examine and review innovative tools, frameworks, methodologies, and practices for web, mobile, and cloud business solutions. Prepare and present materials to broad audiences including developers and managers.

B9.   Develop documentation templates, standards, and processes for the recommendation of new tools and methodologies that ensures input from all impacted areas for the adoption of DevOps and the cloud consistent with industry standards.

B10. Participate in preparing Request for Proposal or Request for Bids. Evaluate products, prepare bid specifications, rank proposals, recommend vendors and identify integrations with existing applications.

20%   Goal C: Coordinate service delivery for the resolution of production issues on ETFs hosting and observability platforms, the continuous pipeline, and development collaboration tools through a formalized software maintenance process.

C1.   Work with product owners and business analysts on software maintenance issues, including reviewing for clarity, prioritization, and acceptance criteria.

C2.   Participate in business and IT change control, ensuring that all tickets go through the proper vetting and approval processes.

C3.   Develop and implement strategies to remediate issues found during testing.

C4.   Act as liaison between customers/end-users and technical staff, both vendor and internal, including tracking problems and resolutions.

C5.   Monitor, manage and resolve service and incident requests in a timely manner.

C6.   Prepare communications including status, root cause, timeline, testing process and deployment/implementation date.

C7.   Train senior and specialist level staff on advanced problem resolution.

C8.   Coordinate the development of changes with other existing and developing systems or subsystems to ensure integration and compatibility.

C9.   Control and document changes to custom- and vendor-delivered software, including reviewing proposals for changes, documenting actual changes made and monitoring the lifecycle of these changes through upgrades.

10%   Goal D.   Continuously enhance business and technical knowledge and expertise involving innovation associated with hosting platforms, continuous delivery pipeline, enterprise tool chain, automation, observability, and integration tooling, frameworks, practices, and methodologies. Participation in IT team leadership, TARC, and tactical planning. Deliver training and assistance. Performance of special assignments.

D1.   Carry out special assignments that meet the needs of the agency including the preparation of special reports or documents as requested.

D2.   Orient new employees to hosting platforms, continuous delivery pipeline, enterprise tool chain, automation, observability, and integration tooling standards, procedures, policies, practices, and major application areas.

D3.   Provide the middleware and platform teams with assistance, evaluate team assignments, and output, and recommend training, as needed, to increase staff effectiveness and productivity.

D4.   Meet with BITS management and staff to evaluate progression on tasks, identify and resolve issues, and plan for future projects and initiatives.

D5.   Represent the section, bureau, division, department and/or state on committees or in ventures to facilitate the provision of information and technology. Prepare and present materials as needed.

D6.   Research and evaluate new tools and technologies. Utilize Gartner for innovative approaches, research, and best practices.

D7.   Stay up to date on development processes and modern technologies utilizing web resources and independent study, online training, books, internal documents, attending in-house, local, and out-of-state training seminars, conferences, and workshops.

D8.   Participate on the ETF Board of Leads and TARC.

D9.   Additional duties as assigned.

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Knowledge, Skills, and Abilities

- Advanced knowledge and skill designing business solutions, managing, strategize, and support solutions and people in a DevOps environment.
- Advanced knowledge of automating and managing CI/CD pipelines, hosting, and observability platforms.
- Knowledge of the administration, configuration, and maintenance of tools in the enterprise tool chain such as Git, GitHub, Maven, SonarQube, Selenium, Crucible, Fisheye, Dynatrace, Okta or SoCure.
- Expert ability to assess, recommend, negotiate, direct, implement change, and the adoption of new technology and/or vendor offerings.
- Advanced skill gathering requirements and evaluating new technologies.
- Advanced knowledge of application systems, including multi-tier technologies and the application development life cycle processes.
- Knowledge and experience with cloud computing platforms like Amazon Web Services, Microsoft Azure, Google Cloud Platform, etc. or other SaaS solutions such as Hyland OnBase.
- Knowledge of business analysis and application design techniques and prototyping.
- Skill managing technological vendor partnerships and solutions.
- Expert skill and knowledge of the administration, configuration, design, maintenance, and life-cycle management of web application hosting software such as IBM Liberty, JBOSS, Apache Tomcat, etc.
- Expert skill and knowledge of the administration, configuration, and maintenance of http servers such as IBM HTTP Server, IIS, Apache etc.
- Expert knowledge of web security and associated vulnerabilities including approaches to address or mitigate vulnerabilities.
- Expert skill and knowledge of Linux Operating System installation, configuration, and administration.
- Expert ability to troubleshoot application servers on local and wide area networks including support of DNS, firewalls, directories, and SSL Certificates.
- Expert skill in testing of solutions including performance, integration, and regression testing.
- Expert skills using scripting languages such as Windows batch, Unix shell, Python, and Perl.
- Expert skills applying authentication and authorization approaches and tools such as OAuth, Okta, or SoCure.
- Expert skills using project management methodologies, tools, and techniques including project/work plan development and management, preparation of project artifacts such as charter, scope, fiscal, status updates, cost-benefit, and risk analyses and the coordination of projects and people.
- Advanced knowledge of Agile principles, including the Scrum methodology.
- Knowledge of collaboration tools such as SharePoint, MS TEAMs, Jira, and LucidCharts.
- Knowledge of IT Management frameworks and tools such as ITIL, LEAN, value stream mapping and business process mapping
- Expert ability to lead and coordinate staff at all levels of responsibility and authority throughout the department and other state agencies, business partners, employers, and third-party administrators.
- Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
- Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.
- Excellent verbal and written communication skills, including highly effective communication in small and large group settings, including public speaking.
- Highly effective time management, organizational, analytical and evaluation skills.
- Knowledge of large organization / government evaluation, procurement, design, implementation, support, and end-of-life process(es).