POSITION SUMMARY:

This position performs advanced level work under the general direction of the Chief Data Officer and within the Data Management Bureau (DMB). This position will have an active role in the project management and business analysis of agency needs for data management. This position will provide leadership to projects and operations for data quality, business intelligence (BI) & data warehousing, master data management, data governance, data architecture, and data modeling.

Responsibilities include, but are not limited to, management of project timeliness, quality of effort, monitoring scope, budget, resource assignment, and escalation of issues. Manages and leads project teams. Facilitates project meetings, elicits requirements and group collaboration, sets agendas, and provides project status reports as outlined within the communication plan. Responsible for developing/coordinating the project plan, monitoring vendor delivery efforts, timelines, and milestone completion efforts. Ensures continuous communication throughout the project with stakeholders. Manages all aspects of the project within the defined budget. Works closely with the sponsor and business representatives to ensure that the project meets the identified business requirements. Defines and manages user acceptances testing (UAT). Identifies user training needs and works with transition manager to coordinate user training. Integrates the transition management plan into the implementation work plan. Reports on transition management activities, deliverables, and status.

This position will analyze current processes and identify changes that will improve our ability to meet customer needs and/or improve operating efficiency. This may include developing use cases and/or test plans to illustrate current state to future state definition and developing and validating requirements and specifications. This position interacts with business users to assure a mutual understanding and agreement on requirements and specifications and, at an expert level, provides consultation, direction, and guidance to business managers. This position will also define test strategies and lead testing efforts with an emphasis on automation and participating in a DevOps framework.

Additional responsibilities include providing leadership for operations and support. This includes streamlining processes for service requests and incidents for the team, coordinating software upgrades, establishing and monitoring the team's adherence to service level agreements, and developing and implementing a production support schedule. This position will track, distribute, and monitor software licensing and track and communicate budget information for the data management team. This position will also lead efforts for the DMB implementation of agency policies, procedures, and standards.

This is an expert-level position performing difficult and complex work reviewing policies, priorities, recommendations, and/or solutions to IT and business-related issues. This person will serve as the principal authority in the analysis of business process definition/redefinition projects, with little supervision, and providing expertise in multiple projects of moderate to difficult scope and complexity. This position requires knowledge of project management principles, methods and practices.

GOALS AND ACTIVITIES

40%   GOAL A.   Leadership and coordination of enterprise projects and project teams as a Lead Worker

A1.   Lead, facilitate, and coordinate project team meetings to elicit information necessary to help teams engage, secure commitment, gain consensus, and generate decisions.

A2.   Foster team learning and collaboration by encouraging and modeling open expression of diverse ideas and opinions.

A3.   Control personnel time management by defining and sequencing activities, estimating the duration, and developing and maintaining schedules.

A4.   Perform cost estimating and budgeting. Monitor and report as agreed upon with portfolio owner. Recommend and implement solutions to resolve and/or mitigate potential overruns.

A5.   Monitor progress of project and negotiate timeline changes, as needed. Track action items, issues, risks, and key decisions.

A6.   Analyze and manage project risk to minimize impact. Escalate risks to portfolio owner, as needed.

A7.   Monitor project task dependencies and help drive resolution of implementation or post implementation issues and risks.

A8.   Partner with the technical lead to provide input into the functional aspects of solutions design and implementation of agency policies.

A9. Lead the evaluation, provide feedback, and resolve issues regarding vendor performance.

A10. Coordinate resolution of issues to remove roadblocks and provide reports or updates on issues to the portfolio owner, as needed.

25%   GOAL B.   Leadership, facilitation, and coordination of operations and support to ensure that ETF's business needs are being met

B1.   Lead, facilitate, and coordinate team meetings to prioritize work requests in partnership with the business leads from assigned business areas.

B2.   Serve as the key integration point between the business areas, operations, and project teams.

B3.   Develop and maintain a deep understanding and expertise of applicable operational processes, procedures, and controls.

B4.   Lead efforts to streamline processes for service requests and incidents for the team, implement an effective support schedule, and establish and monitor the team's adherence to service level agreements.

B5.   Coordinate software upgrades for the DMB and provide appropriate communication to impacted stakeholders.

B6.   Track, distribute, and monitor software licenses for the team.

B7.   Track and communicate budget information for the data management team.

      B8.   Lead efforts for the DMB implementation and monitoring of agency policies, procedures, and standards.

25%   **GOAL C.**   Leadership, facilitation, and coordination of business process and systems analysis

      C1.   Lead, facilitate and coordinate agile business requirements at the appropriate level of detail for each work effort, ensuring the cross-functional impacts and any required coordination/integration effort has been identified ahead of the solution.

      C2.   Work with internal and external stakeholders to gather and validate business requirements and assist with the functional design of solutions.

      C3.   Partner with the technical lead to provide input into the functional aspects of solutions design.

      C4.   Proactively identify opportunities for process, system, or other enhancements that may help the business mitigate operational risk and/or achieve its business goals.

      C5.   Partner with the technical lead to create or update documentation relating to workflow process and detailed procedures resulting from implemented initiatives prior to deployment.

      C5.   Provide leadership in quality assurance including overall test strategy, test plans, automation, execution, tracking and reporting.

      C6.   Develop end-user training materials, in partnership with the transition manager, and assist with the coordination of user training, if needed.

      C7.   Serve as an internal expert with regards to the integrated data management processes, controls, and solutions employed by ETF to manage the business.

10%   **GOAL D.**   Performance of other tasks as assigned

      D1.   Develop project plans and estimation for smaller efforts as required.

      D2.   Document existing data management solutions as requested.

      D3.   Prepare status reports, manuals, handouts, demonstrations, and training materials for end users or other technical staff as requested.

      D4.   Stay current on data management and related industry trends utilizing web resources, online training, books, internal documents, training sessions and workshops.

      D5.   Provide mentoring and training for other staff as needed.

      D6.   Other duties as assigned.

(Rev. 10/2021)

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Advanced skill gathering, understanding & documenting user requirements, creating specifications, designing solutions, development, testing, and implementing solutions that ensure requirements are achieved through high quality deliverables.

2. Advanced skill to provide leadership to a team consisting of developers and business partners.

3. Advanced skill to provide project and operations leadership within various data management functions including data quality, BI, data governance, data literacy, master data management, data warehousing, and data integration.

4. Ability to develop a test strategy and lead test implementation using automation.

5. Knowledge of security and privacy considerations when handling data.

6. Knowledge of federal and state statutes, rules, and standards governing privacy, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

7. Knowledge of BI governance including data usage, metadata, data management, data quality, and security.

8. Leadership skills in order to provide mentoring, coaching, collaborating, and team building.

9. Excellent oral and written communications skills and skill in developing and maintaining effective working relationships with senior management, staff, and customers internal and external to the organization in order to clearly and effectively facilitate meetings, elicit information, present ideas/concepts/information, and coordinate project efforts.

10. Strong ability to develop knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence.

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

12. Knowledge of ETF programs, operations, mission, vision, and strategic initiatives.

13. Highly skilled in effective time management, organization, and priority-setting; high attention to detail.

14. Advanced ability and skill to analyze facts and apply sound judgment in decision-making.

15. Knowledge of DevOps best practices with regards to developing, deploying, and supporting homegrown and 3rd party applications.

16. Advanced skill using an agile project management tool, such as JIRA or similar tools, to manage project tasks and issues.

17. Ability to provide leadership for service delivery and facilitate SLA definition.

18. Ability to understand technical roles and responsibilities to effectively provide leadership and recognize dependencies.

19. Ability to track and facilitate software upgrades with a development team.

20. Ability to provide leadership in the definition and monitoring of production support.

21. Extensive advanced knowledge of project management concepts, principles, methods, techniques, and practices.

22. Ability to work in a team environment and prioritize your own work as well as the team's workload.

23. 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.

24. Skill in the use of the Microsoft Office suite of products (Word, Excel, PowerPoint, etc.).

25. Advanced knowledge of data management concepts and operations.

26. Thorough knowledge of data management governance.

27. Advanced knowledge of extract, transform, and load (ETL) processes.

28. Knowledge of code promotion practices across different environments.