

Position #335159

IS Systems Development Services Consultant/Administrator

DevOps Architect Team Lead

DTSDS/BITS/DDMS

POSITION SUMMARY

Under the broad policy guidance of the Bureau of Information Technology Services (BITS) Development, DBA, and Middleware Section (DDMS) Supervisor, this lead worker position provides expert-level team leadership in the design, development, and implementation of hosting platforms (DevOps, Web Hosting, OnBase, Mainframe), transition automation, and engineering of ETF's continuous integration and delivery pipeline from inception to completion. This position provides coaching and team leadership for the development and maintenance of highly complex system robotics, hosting platforms, and system integrations. This includes the maintenance and systematization of legacy systems, adoption of new systems, incorporation of commercial-off-the-shelf (COTS) software, and amalgamation of Software as a Service (SaaS) solutions. This position provides leadership in the adoption of DevOps principles 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 middleware, platform hosting (DevOps, Web Hosting, OnBase, Mainframe), infrastructure, and development teams in the selection, design, adoption, and integration of the pipeline for delivery of applications, configurations, policy files, database updates, data models or documentation. This position leads teams in identifying, establishing, and adopting innovative approaches for development of business solutions. This includes leading meetings and standups with technical teams/product owners/team leads to refine requirements for defining DevOps strategy. 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 collaborates 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 leads efforts to continuously improve processes based on feedback from retrospectives, develops and monitors key performance metrics, and communicates with major stakeholders. This position effectively negotiates timelines, products, and other project concerns with top management positions including BITS, BISM and DMB Management, ETF Leadership, and DET. This position provides status, system metrics, key performance indicators (KPI's), and completion reports to management. The incumbent participates in the change control process, project meetings, TARC, and ETF Board of Leads.

The position serves as a project and technical advisor and first-level authority for platform hosting, middleware, and continuous pipeline delivery activities. This position provides expertise to the agency in delivering high quality solutions, new systems integration, and the implementation of new business solutions expeditiously and efficiently. This position helps ensure that we meet our operational deliverables, while enhancing and modernizing ETF platform hosting and delivery systems.

GOALS AND ACTIVITIES

40% Goal A: Leadership in the design, development, and implementation of technologies

- A1. Architect innovative solutions for modernizing the enterprise tool chain and automating and integrating it with existing and new systems.
- A2. Lead efforts to define, research, and select tools, techniques, standards, and methodologies for innovative solutions.

- A3. Provide guidance on 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 teams working on automating code, application testing, monitoring, and the delivery of solutions from inception to completion. Project teams are 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 technical teams and product owners 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 integrations with off-the-shelf software, cloud, and software-as-a-service solutions.
- A8. Plan and budget for workflow and product deliveries. Work with management, middleware, OnBase, mainframe, 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 (DevOps, Web Hosting, OnBase, Mainframe), middleware, and application development staff and management to develop actionable KPI's regarding the continuous pipeline delivery and enterprise tool chain. This includes setting goals and objectives, collecting measures, and calculating metrics.
- A12. Meet with section staff to provide feedback and assist in workload prioritization to ensure agency deliverables are timely.

30% Goal B: Leadership in the adoption of DevOps principles and technologies

- B1. Lead and mentor hosting platform teams (DevOps, Web Hosting, OnBase, Mainframe), middleware, application developers, infrastructure, and data teams in the implementation and adoption of DevOps principles and cloud technology through various technical projects.
- B2. Lead the development of project estimations and resource allocations for platform hosting (DevOps, Web Hosting, OnBase, Mainframe), middleware, DBAs, and developers.
- B3. Provide coaching to technical teams on DevOps and cloud principles, ensuring compliance with established standards. Establish 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 (e.g., technological standards for

platform administration, solution development, continuous delivery pipeline, enterprise tools, and integration methodologies).

- B5. Plan, schedule, and execute software upgrades and manage human and fiscal resources for product maintenance.
- B6. Work with teams to identify, select, and implement enterprise tools and their automation and/or integration into ETF's environment including operational, performance, recovery, and security requirements. This includes tool selection, implementation, orchestration, containerization, 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. This includes 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 DevOps materials to broad audiences including technical staff, end users, and managers.
- B9. Develop documentation templates, standards, and processes for the recommendation of new tools and methodologies. Ensure input from all impacted areas in the adoption of DevOps and the cloud consistent with industry standards and ETF's strategic direction.
- B10. Participate in the preparation of 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: Coordination of the resolution of production issues

- C1. Work with product owners and business analysts on software maintenance and vulnerability 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 to stakeholders 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 existing and developing systems or subsystems to ensure integration and compatibility.
- C9. Control and document changes to custom- and vendor-delivered software. Review proposals for changes, document actual changes made, and monitor the lifecycle of these changes through upgrades.

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10% Goal D. Performance of additional duties as assigned

- 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 (DevOps, Web Hosting, OnBase, Mainframe), 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 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 state-wide 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 and vendors for innovative approaches, research, and best practices.
- D7. Participate on the ETF Board of Leads and TARC.
- D8. Perform additional duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES

1. Advanced ability to design business solutions and manage, strategize, and support solutions and people in a DevOps environment.
2. Advanced knowledge of the automation and management of CI/CD pipelines, hosting, and observability platforms.
3. 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, Entra, SoCure, OpenShift, or Kubernetes.
4. Expert ability to assess, recommend, negotiate, direct, implement change, and adopt new technology and/or vendor offerings.
5. Advanced skill gathering requirements and evaluating new technologies.
6. Advanced knowledge of application systems, including multi-tier technologies and the application development life cycle processes.
7. 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.
8. Knowledge of business analysis and application design techniques and prototyping.
9. Skilled in managing technological vendor partnerships and solutions.
10. Expert skill and knowledge of the administration, configuration, design, maintenance, and life-cycle management of web application hosting software such as IBM Liberty, Apache Tomcat, etc.
11. Expert skill and knowledge of the administration, configuration, and maintenance of http servers such as IBM HTTP Server, IIS, Apache etc.
12. Expert knowledge of web security and associated vulnerabilities including approaches to address or mitigate vulnerabilities.
13. Expert skill and knowledge of Linux Operating System installation, configuration, and administration.
14. Expert ability to troubleshoot application servers on local and wide area networks including support of DNS, firewalls, directories, and SSL Certificates.
15. Expert skill in testing of solutions including performance, integration, and regression testing.
16. Expert skill using scripting languages such as Windows batch, Unix shell, Python, and Perl.
17. Expert skill applying authentication and authorization approaches and tools such as OAuth, Okta, or SoCure.
18. Expert skill using project management methodologies, tools, and techniques (e.g., 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).
19. Advanced knowledge of Agile principles, including the Scrum methodology.
20. Knowledge of collaboration tools such as SharePoint, MS TEAMS, Jira, and LucidCharts.
21. Knowledge of IT Management frameworks and tools such as ITIL, LEAN, value stream mapping and business process mapping.
22. Expert ability to lead and coordinate staff at all levels of responsibility and authority throughout the department and other state agencies. This includes business partners, employers, and third-party administrators.
23. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
24. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.

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25. Excellent verbal and written communication skills, including highly effective communication in small and large group settings, including public speaking.
26. Highly effective time management, organizational, analytical, and evaluation skills.
27. Knowledge of large organization/government technology evaluation, procurement, design, implementation, support, and end-of-life process(es).