POSITION SUMMARY

Under the general supervision of the IT Solutions Center Section (ITSC) Supervisor and in collaboration with ITSC Service Desk Lead, this position takes a proactive, process-driven, and customer-focused approach to supporting technology adoption across the agency. It provides guidance and resolution for a wide range of IT questions, incidents, and problems reported to the IT Solution Center while also coordinating the delivery of user-centric technologies for ETF staff.

This position enhances the user experience, recommends and implements technology lifecycle management standards for hardware and business software, and ensures ongoing service operations. Responsibilities include delivering approved technologies, independently researching and resolving complex technology issues, facilitating technology and business unit integration through training and adoption, and offering expertise to support strategic and business unit objectives.

This role also includes the lifecycle management of end-user computing devices, hardware, and operating systems. Service operations focus on maintaining ITIL-based frameworks for Incident, Problem, Change, and Request Fulfillment processes. By analyzing service support functions and ticket data, this role aids the IT Solution Center's shift toward a more proactive and mature operational model.

This position develops and implements technical support for desktop services, customer systems, and hardware platforms ensuring smooth preparation and execution. This position independently collaborates with diverse technology and business experts and Bureau of Information Technology Services (BITS) managers, as well as end users. This role plans and coordinates end-user service delivery efforts. Acting as a liaison between business users and technical staff, the incumbent facilitates effective problem-solving and proactively works with the Service Desk Lead by developing user-friendly how-to guides, training materials, and service portals. This position requires comprehensive knowledge of IS architectures, concepts, principles, and practices.

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 & WORKER ACTIVITIES

50%   GOAL A: Lead agency-wide customer resolution efforts

      A.1   Provide advanced level technical direction and consultation for problem resolution of desktop supported services, customer systems, and hardware tools.

A.2   Independently research and resolve complex systems software problems.

A.3   Perform advanced troubleshooting work using diagnostic techniques.

A.4   For unresolved issues, collaborate with specialized IT support groups for problem resolution.

A.5   Record incidents and problems and their resolution in Ivanti ITSM tracking tool.

A.6   Maintain consistent follow-up and provide regular status updates and ticket information to the customer.

A.7   Analyze customer feedback and suggestions and recommend new or revised service changes and standards.

A.8   Identify, recommend, and implement improvements on IT processes and procedures and coordinate establishment of those processes and procedures with other units in BITS and other bureaus within the Division of Technology Security and Data Services.

35%   GOAL B: Coordination of technology support operations across the agency

B.1   Ensure staff use the Service Desk ticketing system to assign, track, and document work.

B.2   Lead major incident and problem management, including tracking and managing major incidents through the complete incident life cycle, and identify solutions preventing re-occurrence of incidents.

B.3   Define and lead all necessary IT responsibilities for Board meetings, including setup, troubleshooting, audio support, and post-meeting breakdown.

B.4   Investigate, analyze, and negotiate the resolution of service requests, incidents, and problems with business-area staff and with the support of IT technicians.

B.5   Provide exceptional customer service in person, via phone, video conferencing, and email as appropriate.

B.6   Provide subject matter expertise for root cause analysis, develop checklists for typical problems, and develop procedures and controls for problem prevention.

B.7   Lead support for multiple platforms including desktops, laptops, mobile devices, audio, videoconferencing equipment, and customer applications.

B.8   Deliver technical guidance for implementing solutions to address incidents, problems, and service requests.

B.9   Lead ongoing activities to maintain and enhance overall system performance of customer devices.

    B.10   Recommend and implement improvements to IT service operation particularly Incident Management, Problem Management, Change Management, and Configuration Management processes.

    B.11   Work collaboratively with other IT teams (Infrastructure, Security Administration, and/or Application Development) as well as support vendors to identify and resolve complex problems and restore service.

    B.12   Provide subject matter expertise for process integration and automation opportunities.

    B.13   Image, install, troubleshoot, diagnose, and repair system hardware and software.

10%   GOAL C: Coordination of end-user training and learning

    C.1   Responsible for maximizing the value of an assigned product resulting from ETF's Technology Lifecycle process.

    C.2   Work with business units, management, and other individuals to help identify innovative ideas and technology usage within our organization and help implement into practice throughout ETF.

    C.3   Prior to production implementation, apply technology integration strategies for staff and/or business units, as well as across content areas, within a controlled proof of concept (PoC), training environment, or through one-on-one or business unit development.

    C.4   Survey staff for levels of professional knowledge and skill around technology integration to determine technology support needs.

    C.5   Provide a personalized learning approach to assist the organization/business units with focused technology skills growth for the technology-based resources of ETF.

5%   GOAL D: Participation on agency projects and other special projects

    D1.   Research, evaluate, and recommend new tools and technologies and make recommendations on potential benefits for IT and/or business user staff.

    D2.   Act as a consultant on projects requiring workstation hardware and software expertise.

    D3.   Carry out special assignments to respond to the needs of the Department.

    D4.   Recommend and promote the introduction of new technologies as appropriate to support agency business goals.

    D5.   Conduct technology orientations for new staff.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to develop user documentation and perform training.
2. Ability to assist in identifying training needs.
3. Ability to analyze complex technical options and put together technical proposals.
4. Ability to give impactful presentations.
5. Ability to identify, manage, troubleshoot, and resolve problems.
6. Advanced knowledge of Microsoft desktop operating systems.
7. Advanced knowledge of common 3rd party desktop applications (WEB browsers, Adobe tools, Media players and management, and security tools).
8. Knowledge of Microsoft Active Directory.
9. Knowledge of mobile device performance monitoring and tuning techniques.
10. Advanced problem resolution skills, with a knowledge of Problem Management processes and procedures.
11. Knowledge of image deployment via Desktop Management Tools.
12. Knowledge of Microsoft Productivity suite of tools including MS Office 365.
13. Ability to create and maintain a proactive, continuous improvement Service Management environment.
14. Ability to provide a high level of responsiveness and customer service to allow the business areas to complete their business objectives.
15. Ability to communicate proficiently, support the project management process, and interact with people in a professional manner.
16. Comprehensive knowledge of customer service and customer relationship techniques.
17. Ability to work independently and learn and acquire information independently.
18. Ability to transform business requirements into system specifications and develop workflow and test procedures.
19. Excellent verbal and written communication skills.
20. Effective communication skills in small and large group settings, including public speaking.
21. Excellent team dynamic and interpersonal skills and the ability to work and effectively communicate with departmental customers, vendors, business analysts, business users, technical developers, and peers.
22. Solid organizational and time management skills to work independently and within a team.
23. Ability to use an IT Service Management (ITSM) tool to track and document incidents and service requests, including creating and maintaining knowledge documents.
24. Ability to update desktop operating system gold images.
25. Ability to understand and comply with all ETF and enterprise data, security, or other applicable standards, policies, processes, and procedures.
26. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.
27. Ability to demonstrate a commitment to fostering a diverse working environment.