

**IS Business Automation Consult/Admin
IAS Product Owner
Position # 332208**

POSITION SUMMARY:

Under the broad policy guidance of executive and senior management and the general supervision of the Manager of Customer Experience & Business Initiatives, this position serves as the Insurance Administration Systems (IAS) Product Owner.

The primary goal of this position is to ensure the greatest business value and proper functionality of products and solutions for the distinctive information technology and data systems supporting the agency's insurance benefit programs, including health, dental, pharmacy, wellness, life, income continuation, and long-term disability. This includes maximizing the value of solutions by ensuring that they, both individually and collectively, meet all business requirements and customer experience needs while supporting an aligned agency vision and strategy throughout their entire product lifecycle (i.e. development, implementation, production support and maintenance, integration, upgrade, enhancement, and decommission).

This is advanced level work that requires applying the highest levels of theoretical and practical knowledge regarding business processes and systems. This includes troubleshooting, recovering, modifying, improving, and/or re-engineering business processes and systems that support critical business activities.

This position collaborates across multiple areas to perform highly complex business analysis, including data management considerations and large-scale end-to-end business process transformations. In addition, this position provides expert-level direction, guidance, and consultation on policy, business, and technical IAS issues to executives, management, staff, vendor partners, and customer groups (i.e. active and inactive members, annuitants, and state and local employers).

This position will also be responsible for project management activities, including feasibility studies; developing project proposals, plans, and schedules; estimating resources requirements; defining milestones and deliverables; managing and monitoring activities; and evaluating and reporting on accomplishments.

This position's activities and work products result in the establishment of insurance program policies and standards for the agency as well as vendors and providers. The work performed by this position impacts the entire agency, its Third-Party Administrator vendors, hundreds of participating employers, all 652,000 Wisconsin Retirement System members, and beneficiaries/survivors receiving insurance benefits. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

GOALS & WORKER ACTIVITIES:

15% GOAL A: Strategy Development

- A1. Incorporate departmental strategic direction and business goals into the long term lifecycle product management of the portfolio of IAS technology solutions.
- A2. Advise management on integration and use of IAS technology solutions for meeting strategic goals.
- A3. Guide solution development strategies to define product vision, goals, and customer needs as well as meet needs and capabilities for ongoing support and maintenance and future enhancements and integrations.
- A4. Provide leadership in the development of strategies for IAS product transitions to address communication, training, and other needs of internal business units and external customers with minimal disruption to ongoing services and operations.

40% GOAL B: Management of IAS Solutions

- B1. Represent department-wide long-term business needs in the solicitation, evaluation, procurement, and development of IAS products.
- B2. Evaluate and prioritize IAS business needs for large, complex, long-term technology solutions with the department's Chief Information Officer, Chief Information Security Officer, and Chief Data Officer, Privacy Officer, Legal Services, and other individuals and groups as needed.
- B3. Validate and prioritize IAS business requirements for the various insurance programs and systems and translate them into technical requirements.
- B4. Determine business resource needs for IAS-related project planning, development, configuration, customization, testing, implementation, and for ongoing operational support and maintenance including defining product support pathways for the various internal and external vendor and customer users.
- B5. Prepare business cases and budget proposals based on approved strategies, evaluate options, develop recommendations, and present them to governance groups as appropriate.
- B6. Evaluate solution designs, attributes, and functionality for ongoing adherence to business rules established through statutes, administrative code, plan documents, governing board and departmental policies, processes, and best practices for public employee benefit programs.
- B7. Monitor adoption, utilization, and performance of IAS products through development, introduction or deployment, growth and maturity or optimization, and replacement/decommission for alignment with business goals and objectives and all compliance requirements.
- B8. Ensure ongoing coordination among IAS technology and tool solutions and between IAS and other solutions whether legacy applications or newer Custom-Off-The-Shelf (COTS) solutions as well as vendor system interfaces.

15% GOAL C: Business Process Transformation

- C1. Lead insurance program administration business process reviews and transformations
- C2. Build coalitions of program managers, operations managers, and users to gather and create current state documentation of large complex business processes, workflows, data flows, procedures, and IT system interactions.
- C3. Define and prioritize business rules and process requirements in explicit and quantitative terms. Translate business requirements to technical IT system functionality terms.
- C4. Work across impacted business areas to utilize various business process management methods to analyze and measure and make improvements in processes and/or policies and standards to optimize and automate business processes while maintaining or improving customer experience.
- C5. Identify electronic records and data management policy and standard needs and issues in the modification of business processes. Conduct analysis, make recommendations, and document records and data management decisions.
- C6. Partner across program managers and business areas to prepare reports and present findings and recommendations for large end-to-end business process improvements, including any associated policy, statutory and administrative code changes, to leverage technology and data management capabilities, improve internal operations, and create a better customer experience.
- C7. Monitor and measure ongoing end-to-end business process automation and other changes.

15% GOAL D: Stakeholder Management

- D1. Provide business perspective guidance, direction, consultation, and business leadership for technical project teams and ongoing business user groups for the varied IAS products.
- D2. Manage IAS IT vendor relationships throughout product lifecycles. Ensure contract compliance, coordinate product upgrades, oversee ongoing product training and documentation, facilitate resolution of support issues with vendors not addressed through normal pathways.
- D3. Engage regularly with IAS product stakeholders, both internal and external (business partners, vendors, governing boards) to maintain understanding of and respond to their points of view.
- D4. Monitor and report project progress to executive sponsors, other internal stakeholders, and external stakeholders such as governing boards.
- D5. Provide leadership to technical leads for addressing functional aspects of IT design solutions. Provide leadership to transition managers to meet training, communication, and other change management needs.
- D6. Lead the evaluation, provide feedback, and resolve issues regarding IT and/or business consultant vendor performance.
- D7. Represent the department in cross-agency, industry, and customer group meetings and events.

10% GOAL E: Project Management

- E1. Establish and maintain complex project work plans with resource estimations, schedules, and milestones to accomplish the goals of for assigned projects using project management tools.
- E2. Lead project meetings of diverse cross-functional teams.
- E3. Track project decisions and action items.
- E4. Analyze and independently manage mitigation of project risks.
- E5. Assess project activity dependencies and resolve conflicts.
- E6. Independently identify and resolve project roadblocks.

5% GOAL F: Other Duties as Assigned

- F1. Lead feasibility studies for re-engineering processes, proposing statutory changes for program simplification, implementing solutions to improve data management across programs and systems.
- F2. Lead operational excellence initiative and projects.
- F3. Participate in leadership development activities and events.
- F4. Train and coach other business analyst staff.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Advanced knowledge of ETF insurance benefit programs.
2. Extensive knowledge of technology planning and implementation methods.
3. Advanced business analysis skills.
4. Ability to research, evaluate, and recommend policy changes.
5. Critical thinking and problem-solving skills.
6. Ability to independently make sound judgements and decisions.
7. Ability to influence and motivate to garner information and resources without direct authority.
8. Ability to establish and maintain effective working relationships with persons internal and external to the organization.
9. Conflict management skills.
10. Ability to work with large volumes of structured and unstructured data.
11. Ability to apply business process management principles, methodologies, tools.
12. Strong communication and interpersonal skills, including documentation and presentation skills for both technical and business audiences.
13. Vendor management knowledge and skills.
14. Knowledge of contract administration principles and practices.
15. Ability to apply project management principles, methods, tools, techniques.
16. Strong communication and collaboration skills.
17. Knowledge of strategic planning principles.
18. Ability to apply leadership competencies, including instilling trust, ensuring accountability, driving engagement, and making quality decisions.
19. Skills in the use of Microsoft Office Suite, including Word, Excel, and Outlook.
20. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.