

POSITION SUMMARY

Under the general supervision of the Deputy Director, this position oversees the staff and activities of the IT Solutions Center. This includes customer technology service delivery, technical infrastructure support and brokering, system capacity management, vendor service oversight, and other activities. As head of ETF's IT Solution Center, this position has primary responsibility for the delivery of computer technology services to agency staff, and as appropriate, to external system users such as employers and members. This includes the definition, management, and communication of IT services, intake of service requests, the tracking and reporting of requests, and their fulfillment.

The incumbent must manage and direct the efforts of state employees and contract staff engaged in delivering technical infrastructure services such as support of desktops, secure remote access, telecom services, purchased applications, application system hardware and software, and secure identity and access management. This position also manages vendor services provided by the Division of Enterprise Technology (DET) and private sector companies.

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 AND WORKERS ACTIVITIES

35% GOAL A: Supervision of ITSC staff

- A.1 Provide guidance, direction, and oversight to assigned staff to ensure excellent IT service to the Department, its members, employers, and third parties (TPAs).
- A.2 Establish, communicate, and maintain work plans, milestones, implementation schedules, and staffing allocation requirements necessary to accomplish the overall goals for assigned projects, systems, and subsystems.
- A.3 Evaluate employee performance, provide training and development plans, mentor, and counsel employees. Take appropriate disciplinary action, acknowledge, or provide formal recognition for good performance and resolve grievances.
- A.4 Set priorities, clarify expectations, evaluate, remove roadblocks, reward, praise, and hold staff accountable for their job performance.
- A.5 Recommend and initiate personnel actions such as recruitment and hiring, reclassifications, reallocations, and terminations as needed to ensure effective and efficient daily operations.
- A.6 Establish work schedules and assign work and special projects.
- A.7 Perform quality assurance review of staff and vendors' work processes to identify opportunities for improvements.
- A.8 Collaborate with the Chief Information Security Officer (CISO) to ensure that ETF's

technical infrastructure, applications, staff, and vendors adhere to good information privacy and security practices and policies.

- A.9 Ensure adherence to the agency's equity and inclusion initiatives as well as health & safety programs.
- A.10 Drive continuous development of staff to ensure effective succession planning.

35% GOAL B: Management of IT Solutions Center

- B.1 Lead the collaboration, development and administration of IT service offering definitions. Communicate these to IT service users.
- B.2 Collaborate with other Division (DTSDS) leaders to extend the IT Service Management principles exercised in the ITSC across the Division to gain consistency of thought and approach to service delivery.
- B.3 Lead the IAM environment, maintaining secure access principles, and management of all audit requirements related to secure access to systems.
- B.4 Lead the development, implementation, monitoring, and continuous improvement to IT methodologies, policies, and procedures.
- B.5 Implement, support, continuously improve, and champion the use of an IT service request tracking system.
- B.6 Using business analysis techniques, assist service requestors to define their service needs in explicit and quantitative terms.
- B.7 Develop, gather, analyze, act on, and report IT service performance and customer satisfaction measures.
- B.8 Design, develop, implement, document, and validate effective internal controls per the Department's Internal Control Standards
- B.9 Identify and enable opportunities for staff to evaluate, implement and promote the use of new and emerging technologies to better enable the agency to meet its service obligations and strategic goals.
- B.10 Manage the ETF helpdesk. Provide guidance and oversight for the team, ensuring that service is prompt and of the highest quality.
- B.11 Working with the ETF Training Coordinator, develop curriculum and content for classroom, web-based, and written training, plus user manuals, how-to documents, and newsletter blogs the use of computer infrastructure technologies.
- B.12 Collaborate with other DTSDS teams, the ETF Call Center, Employer Services, and other groups within the agency in the effective delivery of IT customer services.
- B.13 Provide status reports of all infrastructure and service activities to management, peers, and the appropriate IT governance committees.
- B.14 Assist in the development, control, and tracking of the IT budget.

25% GOAL C: Technology Support and Relationship Management

- C.1 Maintain strong working relationships with the ETF user community, agency coworkers, and vendors.
- C.2 Maintain process, procedure, and monitoring of DET-hosted network and systems services as it pertains to ETF systems and network access.
- C.3 Support ETF's business systems and technical infrastructure, following industry best practices.
- C.4 Analyze alternatives and recommend the hardware/software solutions that best meet department needs in designing new technical solutions.
- C.5 Manage ETF's partnership with DET and ensure that the services ETF receives meet expectations. Work with other DTSDS staff and managers, plus agency staff, to maintain a positive working relationship with DET.
- C.6 Create, track, and report on metrics of technology usage, functions, performance, issues, etc. to ensure effective use and support of ETF's hardware/software systems.
- C.7 Ensure staff follow good change management practices, including the preparation of change plans, change tickets, back-out plans, and end-user communication.
- C.8 Work with the BISM, Technical Architecture Review Committee (TARC), Data Management Bureau (DMB), data stewards, Office of Enterprise Initiatives (OEI), Information Security Steering Committee (ISSC), and other Agency groups to ensure that systems meet the technology, data administration, and security standards of the Department and our hosting and system vendors.
- C.9 Lead, recommend, plan, and implement system projects of all sizes to meet present and future business requirements. Use project management methods and tools to plan and document tasks, status, resource, and budget requirements.
- C.10 Collaborate with DTSDS staff to maintain, improve, and test the department's IT system recovery and COOP plans.
- C.11 Coordinate IT procurement activities in conjunction with ETF's Procurement and within all State Procurement rules and laws.
- C.12 Maintain IT asset tracking information, meeting the needs of IT, Finance, and Audit.
- C.13 Ensure there is backup coverage for all job functions as needed, and staffing is properly scheduled for daytime services and after hours on-call schedule.

5% GOAL D: Performance of other duties as assigned

- D.1 Carry out special assignments as assigned.
- D.2 Contribute to strategic business and strategic IT plan development.
- D.3 Represent management on task force and special assignment groups to respond to state and agency needs.
- D.4 Keep current with changing technology and leadership techniques through reading, self-study, attending training, conferences, and seminars, and through networking with peers in other organizations.

KNOWLEDGE, SKILLS, and ABILITIES

1. Knowledge of Department's mission, strategic and IT plan, policies, procedures, and standards.
2. Knowledge of IT planning techniques and methods, both short-term and long-range, and resource management.
3. Ability to manage resources and set priorities for self and staff to function in an environment of quickly changing priorities.
4. Knowledge of IT Service Center management methods and techniques and IT Service Management principles. Including the ability to apply these techniques and methods to resolve service challenges.
5. Knowledge of security practices related to infrastructure services and Identity and Access Management (IAM) tools and platforms.
6. Knowledge of audit management practices.
7. Knowledge of IT infrastructure technologies.
8. Knowledge of vendor management methods and techniques.
9. Knowledge of current and emerging project management techniques, including project estimation, work plan preparation, and project change control. Including Agile Scrum .
10. Knowledge of systems development methodologies, processes, procedures, and tools.
11. Knowledge of IT equipment and services procurement and IT asset tracking processes.
12. Knowledge of problem isolation and resolution techniques.
13. Effective oral, written, and other interpersonal communication techniques to effectively prepare and present complex plans and proposals. Including effective large and small group presentation skills.
14. Knowledge of the principles of organization, administration, and management.
15. Knowledge of techniques used to establish and maintain effective working relationships with internal and external stakeholders. Knowledge of effective consulting and negotiation practices.
16. Effective leadership skills with the ability to inspire and motivate staff towards action and valuable outcomes that align with the business strategy.
17. Ability to establish productive and efficient working relationships with internal and external stakeholders. Including the ability to work as a member of a team.
18. Knowledge of supervisory methods and techniques for leading and directing IT staff, including performance planning and evaluation, mentoring/coaching, goal setting, employee development, succession planning, conflict resolution, and discipline.
19. Knowledge of state and federal laws pertaining to the hiring of new employees including Affirmative Action, Equal Employment Opportunity, and state classified civil service rules.
20. Knowledge of facilitation methods and techniques.
21. Knowledge of customer service principles and techniques.
22. Knowledge of current and emerging industry technology, trends, standards, best practices, and techniques related to technical infrastructure services.

23. Knowledge of IT Service Management (ITSM) frameworks such as ITIL
24. Knowledge of IT service desk tools (e.g., ticketing systems, remote desktop support tools, knowledge management systems, etc.)
25. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
26. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.

(Revised 5/2024)