

Position #313001
IS Systems Development Services Consultant/Administrator – Lead Worker
Application Development Team Lead & Solution Delivery Coordinator
DTSDS/BITS/DQMS

POSITION SUMMARY

Under the broad policy guidance of the Development and Quality Management supervisor, this lead worker position provides expert-level team leadership in the development and implementation of new application systems from inception to completion, application integration services, service delivery coordination, and business analysis work for highly complex, multi-platform mainframe and web-based business applications and systems. This position will ensure that current systems meet agency needs and help lead development efforts in modernizing our IT systems and implementing both custom and COTS applications. This position ensures compliance, across development teams and project members, with ETF development policies, procedures, and standards as well as enterprise-wide standards which may have an impact on the project. This position manages all phases of assigned systems development projects including change control management, plans and budgets for product deliveries, and manage human and fiscal resources. This includes effectively negotiating timelines, products, and other project concerns with top management positions including ETF leadership, the Division of Technology, Security, and Data Services Administrator, the Chief Information Officer, and other Division and Bureau of Information Technology Services (BITS) Management. This position also provides status and completion reports to management.

The position serves as a project and technical decision maker and first-level authority for application system development activities supporting employee and retiree benefit programs. In addition, this position provides advanced expertise to business users and technical staff when problems arise with applications, and provides direction, guidance, and consultation to other development staff on technical issues within the assigned area. Partnering with the Office of Enterprise Initiatives (OEI), ETF business areas, external business partners, and users, this position provides expertise to ensure ETF delivers high quality software solutions on ETF Legacy systems and new systems development and implementation. Within the BITS, this position will work directly with staff including scrum masters, technical leads & architects, testers, database modelers, DBAs, the middleware team, and technical support staff as needed to meet project goals. This position will help ensure that we meet our operational deliverables, while enhancing and modernizing ETF application systems. This position works with BITS management and key stakeholders to develop key performance indicators (KPI's) and metrics. Reporting includes sprint burndown charts, project burndown charts, release forecasts, sprint increments, and project status reports.

This position directs and defines processes and performs work related to all phases of the systems development life cycle, including analyzing and documenting business processes, planning, requirements elicitation, design, system development, testing, implementation, maintenance activities, and production support/monitoring the ticketing queue. This position will lead efforts to continuously improve software development life cycle (SDLC) processes and work with scrum masters to incorporate these improvements into our Agile development practices.

This position initiates and effectively communicates with department technical and business user staff and other stakeholders; provides training for user staff regarding technology systems operations; and consults with technical staff to provide expert, specialized guidance with regard to the required data storage and use, input, and output of technology systems.

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 ACTIVITIES

60% GOAL A. Leadership and guidance in the creation, enhancement, implementation, and support of legacy and new technologies

- A1. Meet with section staff to provide feedback and assist in workload prioritization to ensure agency deliverables are timely.
- A2. Coordinate and lead teams working on multiple systems development projects or a single project with multiple aspects from inception to completion. Project teams may be composed of IS System Development Services Professionals, Seniors, Specialists, other Consultant/Administrators, contractors, business area managers, project vendors, and test team members.
- A3. Plan and budget for workflow and product deliveries, including assisting in the development of budget proposals for application development projects and reporting on the expenditures of the resulting operational and project budgets. This includes working with management, development staff, business analysts and product owners to assess project scope and objectives, return on investment, risk, and budget for application efforts.
- A4. Develop policies, procedures, and standards for the use of and compliance with, complex or emerging technologies within ETF, including technological standards for application development and systems integration support. This may include unit testing, coding standards, code reviews, code promotion, and source code management.
- A5. Direct the definition of requirements and acceptance criteria for custom application development, off-the-shelf software, cloud and software-as-a-service solutions, and integrations between systems.
- A6. Work with application development management staff to develop actionable key performance indicators (KPI's), including setting goals and objectives, collecting measures, and calculating metrics.
- A7. Incorporate information security policies, principles, and practices into application requirements and development processes.
- A8. Negotiate timelines, products, and other project concerns with management positions, including Division Administrators and Department Heads. Provide status reports of development and maintenance activities to the Office of Enterprise Initiatives (OEI), the CIO, departmental management, and other stakeholders, as requested.
- A9. Define, research, and select the tools, techniques standards and methodologies to be used in enterprise application development and COTS support activities.
- A10. Establish or support application user interface standards and work with product owners and development teams on user interface design.
- A11. Direct the design of prototypes and tests for complex and emerging systems to provide the best user experience.
- A12. Work with the test team lead to develop, document, maintain and execute software testing plans that include performance and security. Develop strategies to remediate issues found during testing.
- A13. Lead project estimation and create timelines. Track development progress to ensure alignment with plans. Maintain strong working relationships and effective communication while leading teams of application development professionals, business analysts, and software testers. This includes working with managers on resource allocation, working with or as a scrum master to ensure compliance with established SDLC standards, and establishing task assignments and ongoing processes.
- A14. Provide information, direction, and guidance to application developers on development tools, techniques, policies, application development methodology, project management business-area knowledge, and customer relationship management.
- A15. Coordinate the development of changes with other existing and developing systems or subsystems to ensure integration and compatibility.

- A16. Develop, implement, and maintain SDLC processes in accordance with Agile development principles.
- A17. Develop, maintain, and implement a defined, measured, consistent and optimized application decommissioning strategy and methodology that ensures necessary functional, interface, and data needs are addressed.
- A18. Assesses existing technical debt and negotiates with scrum masters and product owners to prioritize remediation. Develops standards and processes to ensure that libraries and frameworks that support applications are kept current.

30% GOAL B: Coordination of responses to production issues

- B1. Participate in business and IT change control, ensuring that all tickets go through the proper vetting and approval processes.
- B2. Plan, schedule, and execute software upgrades.
- B3. Work with product owners and business analysts on software maintenance issues, including reviewing for clarity, prioritization, and acceptance criteria.
- B4. Act as liaison between customers/end-users and technical staff, both vendor and internal, including tracking problems and resolutions.
- B5. Define processes for, and coordinate the delivery of, regular software maintenance releases.
- B6. Manage human and fiscal resources for software maintenance.
- B7. Control and document changes to custom- and vendor-delivered software, including reviewing proposals for changes, documenting actual changes made and monitoring the life cycle of these changes through upgrades.
- B8. Define and enact operational support procedures.

10% GOAL C. Performance of other duties as assigned

- C1. Carry out special assignments that meet the needs of the agency.
- C2. Prepare special reports or documents as requested.
- C3. Participate in IT planning activities.
- C4. Represent management on task forces and committees to respond to state and agency needs, interacting with staff in other agencies as required.
- C5. Orient new employees to development standards, procedures, policies, practices, and major application areas.
- C6. Provide the development team with assistance, evaluate development team assignments and output, and recommend training, as needed, to increase staff effectiveness and productivity.
- C7. Meet with BITS management and staff to evaluate progression on tasks, identify and resolve issues, and plan for future projects and initiatives.
- C8. Research and evaluate new tools and technologies.
- C9. Stay current on development processes and modern technologies utilizing web resources, online training, books, internal documents, training sessions and workshops.
- C10. Maintain knowledge of state-of-the-art computer software and technology through independent study and reading, classes, and hands-on training.
- C11. Participate on the ETF Board of Leads.
- C12. Perform additional duties as assigned.

Knowledge, Skills, and Abilities

1. Knowledge of the Department's technical and business area programs, processes, and requirements.
2. Knowledge of the Department's purpose, objectives, and mission.
3. Expert knowledge of the Department initiatives and changes as well as technology abilities and trends in order to make recommendations to management, business staff, and team members.
4. Expert knowledge of Agile principles including the Scrum methodology, Scrum master responsibilities, and activities.
5. Knowledge of the Department's Disaster recovery and continuity of operations plans.
6. Expert skills using project management methodologies, tools, and techniques including 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.
7. Expert knowledge of software development, analysis, and design techniques.
8. Expert knowledge of one or more modern development languages and/or frameworks.
9. Expert knowledge of service delivery and software maintenance methods and best practices.
10. Expert ability to work effectively with, lead, and coordinate staff at all levels of responsibility and authority throughout the department and other state agencies, business partners, employers and third-party administrators.
11. Expert ability to understand requirements, refine requirements, and develop acceptance criteria.
12. Expert ability to recommend, negotiate, direct, and implement change.
13. Advanced ability to learn and work independently.
14. Expert knowledge of facilitation and negotiation principles.
15. Ability to strategize, anticipate industry disruptions, and plan for future state.
16. Ability to help in the development of strategic and operational project plans.
17. Strong analytical and evaluation skills.
18. Excellent verbal and written communication skills.
19. Ability to communicate effectively in small and large group settings, including public speaking.
20. Ability to take 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 department.
21. Expert ability to coordinate people, projects, and methodologies.
22. Ability to work and effectively communicate with departmental customers, vendors, business analysts, business users, technical developers, peers, and management.
23. Strong leadership skills.
24. Strong team dynamic and interpersonal skills and abilities.
25. Expert ability to identify, manage, and resolve problems.
26. Effective time management and prioritization skills.
27. Strong organizational skills to work independently and within a team.
28. Expert knowledge of application development and design methods.
29. Knowledge of relational database concepts.
30. Expert knowledge of problem tracking software technologies.
31. Expert knowledge of application development life cycle processes.
32. Knowledge of business analysis and application design techniques and prototyping.
33. Knowledge of application test methodologies and procedures.
34. Expert knowledge of application documentation methods.
35. Knowledge of security practices for all phases of application development.
36. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
37. Ability to maintain confidential information in accordance with policies, guidelines and direction from manager.