POSITION SUMMARY:

This position performs advanced level work under the direction of the Data Management Bureau Supervisor. It involves leading, facilitating, and coordinating data management operations and support to meet agency requirements, including integration with business units, process refinement, software upgrade management, and release management oversight. Additionally, the position entails process improvements, metric definition, spearheading quality assurance initiatives, driving automation, and developing service level agreements (SLAs). General data management responsibilities include optimizing staff usage, resolving issues, fostering learning, managing vendors, ensuring policy adherence, and facilitating onboarding for key staff in data-related roles. Expertise in the data management functions is critical, including data lake platforms, business intelligence, data architecture, modeling, master data management, governance, integration, data literacy, and data quality. Development skills with ETL tools is necessary to provide strong leadership in release management and automation activities.

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

40%   GOAL A. **Team and operational leadership**

A1.   Lead, facilitate, and coordinate team meetings to prioritize work requests in partnership with the business leads from assigned business areas.

A2.   Serve as the key integration point between the business areas, operations, and project teams.

A3.   Performing business analysis activities (e.g., gathering and validating business requirements, developing functional requirements, developing user stories, creating project documentation, analyzing current and future state workflows).

A4.   Develop and maintain a deep understanding and expertise of the architecture and design of the data management solutions DMB is responsible for and the associated operational processes, procedures, and controls to manage them.

A5.   Lead efforts to streamline processes for service requests and incidents for the team. Implement an effective support schedule and establish and monitor the team's adherence to service level agreements.

A6.   Coordinate software upgrades for the DMB and provide appropriate communication to impacted stakeholders.

A7. Monitor, distribute, and oversee team software licenses. Keep track of software usage, engage in discussions with users about their use cases, and provide recommendations for optimal usage.

A8. Provide direction and oversight for release management to ensure consistency in processes and communication across releases for all data management services.

A9. Establish and coordinate production on call support.

30%   GOAL B.   Process improvement and development of service level agreements

B1. Proactively identify opportunities for process, system, or other enhancements that may help the business mitigate operational risk and/or achieve its business goals.

B2. Provide leadership in quality assurance including overall test strategy, test plans, automation, execution, tracking and reporting.

B3. Provide leadership in process automation.

B4. Provide leadership in source code management and continuous delivery/integration.

B5. Provide leadership in the development and implementation of service level agreements (SLA's) for DMB services and associated metrics. Align metrics with higher level agency metrics.

20%   GOAL C.   Leadership of data management functions and resource management

C1. Provide detailed oversight for staff utilization and efficiency, coordinating with the Data Management Bureau Supervisor and Chief data officer to make improvements.

C2. Coordinate resolution of issues to remove roadblocks and provide reports or status updates as needed.

C3. Provide leadership and facilitation of tasks to further develop the operating model and maturity levels.

C4. Lead new employee onboarding for data management staff in the Data Management Bureau and staff in key data-related roles in business units.

C5. Foster team learning and collaboration by encouraging and modeling open communication.

C6. Coordinate evaluations of data management software and services.

C7. Manage vendor relationships and resolve issues with vendor performance.

C8. Lead efforts for the Data Management Bureau's implementation and monitoring of agency policies, procedures, and standards to ensure compliance.

10%   GOAL D.   Performance of other tasks as assigned

D1. Provide leadership for technical projects as required.

D2.   Document existing data management solutions and end-user training materials as requested.

D3.   Prepare status reports, manuals, handouts, demonstrations, and training materials for end users or other technical staff as requested.

D4.   Stay current on data management and related industry trends utilizing web resources, online training, books, internal documents, training sessions and workshops.

D5.   Provide mentoring and training for other staff as needed.

D6.   Other duties as assigned.

(Rev. June 2024)

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to lead a team comprising of developers and business partners.

2. Advanced skills in providing project and operations leadership within various data management functions (e.g., data quality, BI, data governance, data literacy, master data management, metadata management, data warehousing, and data integration).

3. Skilled in mentoring, coaching, collaborating, and building teams.

4. Ability to take the 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 organization.

5. Excellent oral and written communications skills.

6. Knowledge of meeting leadership and facilitation techniques.

7. Ability to understand business needs and establish and maintain high level of customer trust and confidence.

8. Knowledge of agency programs, operations, mission, vision, and strategic initiatives.

9. Advanced skills in effective time management, organization, and priority setting.

10. Ability to pay close attention to detail.

11. Advanced ability to analyze facts and apply sound judgment in decision-making.

12. Advanced skill using an agile project management tool, such as JIRA or similar tools, to manage project tasks and issues.

13. Knowledge of security and privacy considerations when handling data.

14. Ability to provide leadership for service delivery and facilitate SLA definition and metrics.

15. Ability to track and facilitate software upgrades with a development team.

16. Ability to provide leadership in the definition and monitoring of production support.

17. Advanced skill to direct automation of ETL and testing processes.

18. Advanced knowledge of extract, transform, and load (ETL) processes.

19. Strong ability to define and lead release management activities with a thorough understanding of technical work involved.

20. Ability to develop a testing strategy and lead test implementation using automation.

21. Ability to gather requirements related to data management.

22. Ability to perform business analysis activities (e.g., developing user stories, creating project documentation, analyzing current and future state workflows, etc.).

23. Ability to implement process improvements for data management.

24. Ability to work with external vendors on IT projects.

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.