

POSITION SUMMARY

Under the general supervision of the IT Solutions Center (ITSC) supervisor, this position functions as the lead worker and provides service delivery leadership for technical infrastructure systems, business systems, and IT services. This position will lead the IT Service Desk and Identity and Access Management teams to ensure customer services are appropriately provided. This includes leading IT Service Desk daily activities incorporating the full-service lifecycle as it pertains to Incident, Service Request, Knowledge, and Change Management processes utilizing the ITIL (Information Technology Infrastructure Library) framework. This role resolves service requests related to PC's, network, hardware, and software problems and malfunctions. This position interacts and consults with customers, both internal and external, and vendors to manage their satisfaction, providing guidance, assistance, and follow-up to customer inquiries.

This position independently partners with technology and business experts, the Office of Enterprise Initiatives (OEI), work unit business analysts, and end users to plan and coordinate Bureau of Information Technology Services (BITS) service delivery efforts. This position acts as a key liaison between business users and technical staff to facilitate solutions to problems and proactively designs and develops business user how-to instructions, training, and service portals.

This position leads IT technicians and Access Management professionals and develops and implements processes for intake, tracking, and resolution of technical issues and service requests. This position also develops and implements processes for the selection, configuration, and implementation of ETF's technologies. Service requests may be submitted via phone, email, or direct entry into the ITSM tool. This position, in collaboration with management, also plays a key role in overseeing vendor services.

The position will enhance the user experience by providing innovation and research of technologies, advancement of technology integration (training/use of technology), and expertise to support strategic and business unit initiatives.

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

45% GOAL A: Provision of team leadership, service delivery coordination, and identity and access coordination

Worker
Activity

- A.1 Coordinate and lead daily activities of the Service Desk to diagnose and resolve client problems in a timely manner. This includes management of daily workload prioritization.
- A.2 Create a positive work environment and facilitate team building. This entails open communications, collaboration, training and development, and employee engagement.
- A.3 Facilitate clear communication between the customer and team, resolving conflicts as needed. Provide strong team representation and ensure customer expectations are being met timely and accurately. This includes clarifying business requirements, defining technology configurations, developing usage policies and guidelines, and negotiating timelines.
- A.4 Coordinate activities to ensure onboarding and offboarding processes are done timely and accurately. This includes the provisioning and deprovisioning of access to software systems and ensuring staff have the necessary equipment to perform their daily tasks.
- A.5 Maintain the access and authentication environment to ensure audit-focused process and procedure.
- A.6 Monitor and configure IT Service Management software as needed to ensure tool is functioning efficiently and effectively for IT and business staff.
- A.7 Take escalated issues and resolve or refer to specialized expert as needed.
- A.8 Prepare recommendations, metrics, and status reports for management to highlight progress, identify obstacles, and advise which actions are necessary to meet project schedules and service delivery expectations.
- A.9 Prepare, review, and revise service requests to accomplish business goals utilizing business requirements gathering methodology, project management techniques, data gathering and presentation techniques, group development and interaction strategies, and meeting management strategies.
- A.10 In coordination with management, review and evaluate existing IT operations, procedures, and policies to determine, recommend, and implement needed changes and to identify problems and initiate corrective action.
- A.11 Ensure IT communications to customers on system outages and changes are understandable, timely, and effective.

- A.12 Model continuous learning by staying up to date on industry trends and being a thought leader in ITSC.

20% GOAL B. Provision of expert level service and technical support to customers

Worker

Activity

- B.1 Investigate, analyze, and negotiate the resolution of service requests, issues, and problems with customers, involving other IT technicians as needed.
- B.2 Provide exceptional customer service in person with remote access tools, phone, and email as appropriate.
- B.3 Perform root cause analysis, develop checklists for typical problems, and recommend procedures and controls for problem prevention.
- B.4 Support multiple platforms including desktops, laptops, mobile devices, and video conferencing equipment.
- B.5 Implement, operate, and improve IT service operation particularly Incident Management, Change Management, Configuration Management processes that align with ITIL best practices.
- B.6 Provide production, testing, and configuration recommendations support to customers for agency Benefit Administration Systems, office productivity, and customer-installed applications.

20% GOAL C. Development, implementation, and oversight of end-user technology integration activities

Worker

Activity

- C.1 Lead and oversee the analysis of performance data related to new technology systems and develop techniques to optimize the use of computer resources.
- C.2 Initiate research, assess, implement, beta test, and prototype emerging information technology solutions to satisfy customers' business needs.
- C.3 Create and maintain a User Experience Plan for the effective use of technology integration for staff and/or business units and across content areas.
- C.4 Create and/or leverage existing tools to continuously assess technology strengths of individual staff and assist in identifying technology thought leaders. Provide reports on technology maturity levels in the agency to management as requested.
- C.6 Provide a personalized learning approach to assist the organization, business units, and external partners with focused technology skills growth.

- C.7 Interact with technical support, operations, and vendor staff to ensure coordination of their efforts with project team efforts.
- C.9 Develop, review, coordinate, implement, and oversee technical and software test plans and test cases for technology implementation efforts.
- C.10 Create, recommend, and review technology implementation plans prepared by technicians to ensure staff and management have a clear understanding of proposed changes. Ensure the changes are following required processes such as communication, testing, documentation updates, back out, etc. Review vendor work plans.

15% GOAL D. Performance of other duties as assigned

Worker
Activity

- D1. Oversee and carry out special assignments, as appropriate, to respond to the needs of the Department. This includes but is not limited to special reports, reviews, and recommendations.
- D2. Work independently to provide information and training to IT technicians on infrastructure technology usage, policies, change methodology, project management, business-area knowledge, and customer relationship management.
- D3. Lead and/or represent the section, bureau, division, department and/or state on committees or in ventures to facilitate the provision and enhancement of information and technology.
- D4. Keep current with changing technology through reading trade publications and attending training, conferences, and seminars.
- D5. Orient new employees to IT standards, utilities, procedures, standards, policies, practices, and major application areas.
- D6. Act as a subject matter expert for process integration and automation opportunities.
- D7. Assess the effectiveness of current systems and evaluate the feasibility of new systems and services.
- D8. Perform additional duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of information systems concepts, principles, practices, and techniques.
2. Strong leadership skills and knowledge of conflict resolution methods and techniques.
3. Ability to provide and receive constructive feedback.
4. Knowledge of Microsoft O365 Productivity Suite.
5. Ability to perform business analyses for purposes of designing and developing, implementing, enhancing, testing, monitoring, and maintaining automated IT applications.
6. Knowledge of systems implementation issues and methods.
7. Knowledge of system monitoring and maintenance techniques.
8. Ability to analyze and evaluate IT project proposals and requests for conformity with applicable long- and short-range plans.
9. Ability to analyze and evaluate system modifications to ensure that specifications are met.
10. Analytical and problem-solving skills.
11. Ability to prepare project requests and proposals in a clear, concise, and complete manner and at the projected level of user understanding.
12. Effective written and oral communication skills to clearly communicate both in one-on-one settings and providing group presentations.
13. Ability to explain and summarize complex information in a manner easily understood by others with varying degrees of knowledge or understanding.
14. Knowledge of various resources for researching new and emerging technologies and determining applicability to project requirements.
15. Skilled in developing and maintaining effective working relationships with administrative and professional staff both internal and external to the organization (e.g., internal staff, management, county partners and agencies, etc.)
16. Organizational and time management skills.
17. Knowledge of project/work plan development and management, including project management methods and tools.
18. Ability to guide a project from beginning to completion.
19. Ability to lead teams on IT projects.
20. Ability to manage vendor contracts.
21. Knowledge of policy and procedure analysis and development methods and techniques.
22. Knowledge of the state procurement process including simplified bid, RFP, RFB, and RFI.
23. Knowledge of cost-benefit analysis methods and techniques.
24. Knowledge of meeting management techniques.
25. Skilled in building consensus among groups and knowledge of group leadership processes, including facilitation and negotiation techniques.
26. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.
27. Ability to maintain confidential information in accordance with policies, guidelines, and direction from manager.