Position Summary:

Under the general guidance of the Deputy Director of the Bureau of Information Technology Services (BITS), this position will coordinate information technology systems integration and expertise across division boundaries, and plan and implement IT projects related to the management and support of the hardware and systems and applications software. In addition, this position will provide project management support for systems development projects, as needed. This position will follow established Office of Enterprise Initiatives (OEI) project management standards and strategies for project management as well as ensure long term support of large volume IT systems integrating multiple system and data platforms, network topologies, and operating systems are in place. These responsibilities require well developed technical expertise, project management, business analysis, relationship building, communications, problem solving and organizational skills.

This position will work closely with BITS team leads, supervisors, and the Deputy Bureau Director to coordinate, lead, and manage the design, implementation, and support of IT projects. Strong communication skills are a must. The position will apply a multi-discipline approach to project management and act as a lead consultant, planner, and problem solver to meet agency and division strategic objectives. This position will define project scope and set project boundaries with management; confirm that projects are consistent with ETF's Strategic Plan and IT plan objectives; lead feasibility studies and prepare cost/benefit studies for management review, present and negotiate solutions with users and management, obtain management approval, coordinate, monitor, and lead the implementation of technology and business solutions.

This position will participate on division and department planning teams, committees, and councils as requested by management.

Goals and Worker Activities:

35%   GOAL A: Leadership and coordination of complex IT projects

Worker
Activity

A1.   Lead the implementation and upgrades of IT and business projects.

A2.   Prepare project plans to ensure project staff and management have a clear understanding of project direction and project goals. This includes defining project scope with divisions, BITS, DOA/DET, and product vendors to get agreements and set boundaries for in/out of scope items.

A3.   Coordinate and plan projects to implement connectivity from cloud vendors to the State data center.

A4.   Evaluate current policies, procedures, methods, and workflow to determine and gain insight into the rationale for the present system.

A5.   Lead and participate in management, peer, and stakeholder reviews, evaluations, and analyses of current systems and technologies to identify system and/or integration needs, upgrades, and gaps.

A6.   Facilitate and collaborate with ETF and other IT staff in the analyzation and evaluation of solution alternatives.

A7.   Prepare cost/benefit analyses to determine if new technologies can provide cost effective alternatives to the present systems.

A8. Present new recommendations to customer staff and management when needed to obtain acceptance of proposed improvements/changes.

A9. Initiate and lead training programs on application area or technical topics tailored to the needs of staff assigned to the systems.

A10. Assign staff to project tasks in accordance with client priorities.

A11. Orient, direct, and guide project staff to ensure that their efforts coincide with project expectations.

25% GOAL B: Coordination of ongoing IT system activities

Worker
Activity

B1. Participate in IT planning activities with appropriate customer division management and allocate resources in conjunction with BITS team leads, supervisors, and the Deputy Bureau Director.

B2. Consult with business and technical sections to identify system issues or gaps in functionality. After working with cross-functional teams of business and/or technical representatives, present recommended solutions to management.

B3. Coordinate IT activities among business units as needed to accomplish project related requirements.

B4. Coordinate the provision of DOA/DET and external vendor IT services.

B5. Coordinate the operationalization of new and existing ETF IT service offerings.

B6. Provide informed, objective advice about system alternatives to customer management to assist them in making IT solution decisions.

B7. Represent the department and BITS on task forces or special committees as requested.

20% GOAL C: Coordination of IT project related communications.

Worker
Activity

C1. Draft Memorandums of Understanding (MOU's) and coordinate approval process.

C2. Work with appropriate Division, OEI, cross-functional teams, DOA, and vendors to develop appropriate communication tools to report status, progress, and potential issues.

C3. Draft other communications as needed/requested.

10% GOAL D: Facilitation/Participation in department short term problem resolution and long-term planning efforts.

Worker
Activity

D1. Facilitate meetings involving key department-wide issues as requested by management using appropriate meeting management techniques.

D2. Serve on long range division and department strategic business planning and information technology planning teams as requested by department management.

D3. Represent department management at inter-departmental meetings as needed/requested.

5%   GOAL E: Participation in the Bureau of Information Technology Services administration.

Worker
Activity   E1.   Propose and develop position papers as requested.

E2.   Provide draft analysis, reports, memos as requested.

E3.   Meet with division staff to develop and determine strategic and IT technology planning needs.

E4.   Participate in other special projects as assigned.

E5.   In conjunction with the business area, develop the necessary procurement documents [Request for Proposal (RFP), Request for Bid (RFB), Request for Information (RFI), etc.] to successfully implement the preferred IT solution.

5%   GOAL F: Personal Development

Worker
Activity   F1.   Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of the Bureau of Information Technology Services.

F2.   Participate in agency State task groups and professional organizations to maintain currency in the field, contribute to organizational initiatives, and network with other IT professionals.

F3.   Read books and periodicals to improve knowledge of information processing.

F4.   Attend training, conferences, seminars, and workshops to increase knowledge in information processing trends and issues, system development methodologies, productivity issues, and other applicable skills such as negotiation, communication, conflict resolution, planning, project management, and leadership.

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Knowledge, Skills and Abilities:
1. Expert knowledge of enterprise project management and business analysis methodologies, tools, and techniques, including business process improvement techniques.
2. Ability to successfully lead large, complex IT projects.
3. Expert project management skills.
4. Expert knowledge of project/work plan development and management.
5. Advanced knowledge of cost-benefit and risk analysis methods and techniques.
6. Expert ability to analyze and evaluate IT project proposals and requests for conformity with applicable long- and short-range plans.
7. Ability to design and manage a technical project prioritization process.
8. Ability to design and create IT project proposals, estimates, timelines and work plans for accuracy, consistency and conformity with enterprise standards and strategic plans.
9. Ability to review and monitor IT and business process re-engineering efforts.
10. Ability to use appropriate information resources to resolve problems and answer questions.
11. Ability to explain and summarize highly complex technical information in a manner easily understood by others with varying degrees of knowledge or understanding and using plain language techniques.
12. Ability to be flexible and adaptable to ever changing goals and objectives.
13. Advanced knowledge of various resources for researching new and emerging technologies and determining applicability to project requirements.
14. Ability to work in a team environment and prioritize your own work as well as the team's workload.
15. Ability to think outside-the-box and develop innovative solutions.
16. Expert IT change management (ITIL) and organizational change management skills.
17. Highly skilled in effective time management, organization, and priority-setting; high attention to detail.
18. Excellent oral and written communications skills and skill in developing and maintaining effective working relationships with senior management, staff, and customers internal and external to the organization in order to clearly and effectively facilitate meetings, elicit information, present ideas/concepts/information, and coordinate project efforts.
19. Advanced ability and willingness to learn about new technologies and how to utilize them to automate business systems and processes.
20. Advanced ability to drive innovation, create favorable experiences, and share information and expertise.
21. Expert skill in creating positive outcomes and win-win situations.
22. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.
23. Knowledge of state, department, and industry activities, goals, objectives, priorities, and policies that may affect or be affected by development standards.
24. Advanced listening and documentation skills.
25. Advanced skills with PCs and software such as Microsoft Office (i.e. Excel, Word, Visio, etc.) and project management software.
26. 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.