

**IS Business Automation Specialist
Person Domain Data Steward**

POSITION SUMMARY:

Under the general supervision of the Customer Experience & Business Initiatives Manager, this position will perform stewardship responsibilities for the Person Data Domain and collaborate with and support stewards of other domains and the agency Lead Data Steward. A primary focus is on master data management (MDM) using the agency's MDM technology solution. This position will identify underperforming data resources and turn them into valuable assets that contribute to desired business outcomes. This position serves as the primary point of contact responsible for the assessment and improvement of enterprise-critical data assets and plays a key role in promoting sound data quality, data usage, and data security & privacy practices. This position requires deep knowledge of the multiple business areas aligned with person data and a good understanding of how data flows across business units and various systems to facilitate informed decisions and recommendations for improving data management.

This position also participates in the creation, review, and updating of current processes that impact data in the Person Domain and data in general. These reviews will incorporate business process management principles that help to identify process deficiencies and recommend solutions. Additional duties include providing input and analysis on strategic and operational business initiatives and technology modernization efforts. The job responsibilities require significant knowledge of data, operations, and technology related to the benefit programs administered by the department including governing statutes, code, policies, and procedures.

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 & WORKER ACTIVITIES:

40% GOAL A: Monitoring and management of data integrity

- A1. Assess, monitor, and report quality levels for person data domain throughout the data lifecycle using the agency's approved data quality framework.
- A2. Identify optimal approaches for prioritizing and resolving data quality issues to achieve target goals to meet the needs of program and operations managers and staff.
- A3. Analyze, define, and document requirements for data quality improvements to address business problems and issues.
- A4. Lead efforts to implement data quality improvements.
- A5. Maintain appropriate audit trails for data changes.
- A6. Apply data analytics and insights into the development and application of business rules for the creation and maintenance of master person records from across multiple data sources and applications for a consistent reliable golden-record source within the MDM tool.
- A7. Coordinate person domain data quality efforts with other domain stewards and the agency lead data steward.
- A8. Assist in the development and presentation of data quality information to the agency Data Governance Council, other governance groups, and project teams and business units as needed.

30% GOAL B: Oversight of policies, standards, and best practices for data usage

- B1. Maintain knowledge of how person domain data is used across the department.
- B2. Monitor data usage for compliance with organizational policies and guidelines.
- B3. Provide training and instruction on the functionality of systems and data sources for meeting reporting and data analytics needs of program and operations managers and staff.
- B4. Identify needs and lead efforts to broaden understanding of the person domain data. Promote data literacy across the department.
- B5. Contribute to the development and maintenance of the data glossary and other metadata to support business needs for users to easily find and work with data to solve business problems and inform decision-making.
- B6. Identify and report any misuses or deficiencies in data usage. Recommend corrective action. Implement approved changes.
- B7. Research data use best practices and develop proposals and recommendations for implementation.
- B8. Participate in the review and update of data usage policies and procedures.
- B9. Facilitate objective data-based decision-making with the person domain data owner with consideration of up/downstream impact and the best interest of the agency.
- B10. Coordinate data usage oversight activities for the person domain with other stewards and the agency lead data steward.

20% GOAL C: Protection of data security and privacy

- C1. Assess current state of data security and privacy on an ongoing basis.
- C2. Identify and report data security and privacy deficiencies. Recommend corrective actions.
- C2. Analyze, define, and document data security and privacy requirements for technology and process changes.
- C3. Collaborate with the Chief Information Security Office and Privacy Officer in remediating issues and identifying opportunities to enhancing data security and privacy.
- C4. Participate in developing and applying data classification levels to person domain data to ensure appropriate levels of protection.
- C5. Train and educate individuals and groups on protecting the security and privacy of person domain master data.

10% GOAL D: Performance of Special Assignments and Professional Development

- D1. Collaborate with business operations in process review exercises and business re-engineering discussions.
- D2. Participate in cross-functional discussions and workgroups to analyze process and service improvements as they impact assigned person data domain and data in general for solving business problems and informing decisions.

- D3. Identify opportunities for improvements in processes and data management to enhance customer experience and operational efficiency. Develop and evaluate alternatives, draw conclusions, and make recommendations.
- D4. Review, apply data analytics and insights, provide input, and make recommendations related to changes in law, code, policies, and procedures that impact assigned person data domain and data in general.
- D5. Research and communicate insight regarding the functionality of technology systems and tools, the flow of data across systems, and impacts to assigned person data domain and data in general.
- D6. Provide data expertise input to business analysts, project managers, vendors, and project team members in defining business requirements for projects. Assist in drafting requirements documentation.
- D7. Participate in the design, development, and testing for business application modernization projects as they impact assigned person data domain and data in general.
- D8. Participate in North Star Customer Experience and other strategic plan initiatives as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of state and federal laws, rules and regulations governing the Wisconsin Retirement System.
2. Knowledge of agency business processes and the IT systems that support them.
3. Ability to effectively communicate technical information to non-technical internal and external customers orally and in writing.
4. Knowledge of math and statistics principles and application.
5. Ability to acquire and apply new knowledge and skills for work.
6. Ability to adapt to departmental transformation along with changing priorities.
7. Ability to work in a team environment by actively working with others to achieve desired goals.
8. Skills to identify, recommend, and implement change to maximize efficiency.
9. Ability to handle multiple priorities at once and work effectively under pressure.
10. Skill and ability to interpret and apply departmental compliance policies, practices, and procedures.
11. Ability to use complex and sophisticated computer-based software systems.
12. Knowledge of planning and organizing work to meet deadlines or unanticipated needs or priorities.
13. Ability to establish productive and efficient working relationships.
14. Knowledge of confidentiality rules and procedures.
15. Knowledge and understanding of the mission, organization, and activities of the Wisconsin Retirement System.
16. Ability to effectively write procedures.
17. Ability to provide constructive feedback.
18. Knowledge of business process re-engineering, including documenting process flows, recognizing how and when to change a process, and negotiating and implementing change.
19. Skills to provide facilitation to lead to decision making.

20. Knowledge of assigned data domain.
21. Skills to apply business rules to assigned data domain.
22. Skills to perform analysis on data to apply effective prioritization to assigned data domain.
23. Ability to perform in-depth data analysis and impact analysis as needed.
24. Skills to provide leadership to a small group of SMEs.
25. Knowledge of how data flows across systems.
26. Ability to assign data sensitivity and privacy classification.
27. Skills to collaborate, coordinate, and organize tasks for their data domain.
28. Skills to provide data definitions and related business metadata.
29. Ability to act as a change agent to promote effective use of data.
30. Skills to define mastering and matching rules for assigned data domain.
31. Skills to analyze and fix MDM issues.
32. Knowledge of MDM processes for assigned data domain.
33. Critical thinking and problem-solving skills.
34. Commitment to creating a diverse and inclusive work force.
35. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.