Position #339114
IS Business Automation Specialist
IT Service Support Team Lead

POSITION SUMMARY

Under the general supervision of the IT Solutions Center (ITSC) supervisor, this position provides service delivery leadership for technical infrastructure systems and IT services. This position performs team leadership and work related to all non-technical aspects of information technology service delivery including analyzing and documenting business processes, planning, requirements gathering, solution design, testing, implementation planning, technology integration, and user experience. This position is expected to provide IT service leadership with business areas, customer relationship coordination, process control, knowledge management system support, project management, and support to technicians that cost-effectively meet the business areas' requirements and timelines.

This position independently partners with technology and business experts, the Office of Enterprise Initiatives (OEI), ETF business analysts, and end users to plan, and coordinate BITS end-user service delivery efforts. This position acts as a key liaison between business users and technical staff to facilitate solutions to problems and will proactively design and develop business user how-to instructions, training, and service portals.

This position leads IT technicians to develop and implement processes for intake, tracking, and resolution of technical issues and service requests, and for the selection, configuration, and implementation of ETF's technologies. This position, in collaboration with management, also plays a key role in overseeing vendor services.

Further, this position should work well both as a project manager or member of a project team on any sized IT project. The position will lead user experience growth consisting of providing innovation and research of technologies, follow through of technology integration (training/use of technology), and expertise to support strategic and business unit initiatives.

GOALS AND ACTIVITIES

45%   GOAL A: Team leadership and oversight of the tracking, prioritization, communication, and resolution of IT service requests, issues, problems, and projects in conjunction with business users, IT management, IT technicians, and vendors.

Worker
Activity

A.1   As Service Desk Team Lead, meet with Service Desk staff to provide feedback and assist in workload prioritization to ensure agency deliverables are timely.

A.2   Act as a lead between business user and IT staff. Interact with business users to ensure that system configurations meet requirements and ensure the tasks of BITS staff are completed timely and accurately. Provide leadership and help resolve conflicts by discussing issues in a professional manner and gaining consensus among key stakeholders.

A.3   Coordinate and lead the implementation and use of IT Service Management software used by IT and business staff to enter, track, prioritize, document, and assign service requests, issues, and problems. Monitor and adjust IT Service Management software usage for adherence to processes.

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A.4   Work independently to investigate, analyze, and negotiate the resolution of service requests, issues, and problems with business-area staff and with the support of IT technicians.

A.5   Facilitate the Business Infrastructure Council meetings, agendas, and minutes. Ensure follow up for BIC member requests and Council decisions.

A.6   Lead and participate on teams presenting business needs to technical staff and technology system capabilities to business staff.

A.7   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.8   Ensure IT communications to business staff on system outages and changes are understandable, timely, and effective.

A.9   With IT management, maintain good working relationships with the OEI, Procurement, etc., and business area consumers of IT services.

A.10   Lead and facilitate discussions among all appropriate technical and business staff to clarify business requirements, define technology configurations, develop usage policies and guidelines, and negotiate timelines.

A.11   Prepare recommendations and status reports and metrics for management to highlight progress, identify obstacles and advise which actions are necessary to meet project schedules and service delivery expectations.

A.12   Prepare, review, and revise service requests to accomplish business goals utilizing business requirements gathering methodology, project management techniques, data gathering and presentation, group development and interaction, and meeting management.

A.13   Develop, review, coordinate, implement and oversee technical infrastructure and software test plans and test cases for technology implementation efforts.

25%   GOAL B.   Provide team leadership, oversight and support for IT technicians and vendors in the delivery of IT services to business end-users.

Worker
Activity

B.1   Responsible for assessing the effectiveness of current systems and evaluating the feasibility of new systems and services.

B.2   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.

B.3   Lead technical and business staff in developing recommendations for new functionality.

B.4   Interact with technical support, operations and vendor staff to ensure coordination of their efforts with project team efforts.

B.5   Coordinate, assign and monitor service requests, issues, and problems to Service Support technicians. Follow up as needed to ensure the timely completion of these issues and communication occurs with the requestor on status and resolution.

B.6   Provide input to management regarding day-to-day operations and assist IT management to estimate, track, and report on IT technicians' project assignments and availability.

B.7   Create, recommend and review technology implementation plans prepared by technicians to ensure staff and management have a clear understanding of proposed changes and changes are following required processes such as communication, testing, documentation updates, back out, etc. Review vendor work plans.

B.8   Prepare recommendations and status reports for management to highlight progress, identify obstacles, and recommend action in meeting project schedules. Review vendor status reports.

B.9   Prepare conceptual reports and management presentations to concisely inform management and other interested parties of technical capabilities and options. Prepare inputs to budget requirements for continued operations of systems.

B.10   Lead and oversee the analysis of performance data related to new technology systems and the development of techniques to optimize the use of computer resources.

20%   GOAL C. Lead end-user technology integration activities to increase ETF technology maturity.

Worker
Activity

C1.   Maximize the value of an assigned product resulting from ETF's Technology Lifecycle process.

C.2   Work with business units and individuals to help identify innovative ideas and technology usage within our organization and help implement into practice throughout ETF.

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 continuous assess technology strengths of individual staff and assist in identifying technology thought leaders, using this information to provide reports on technology maturity levels in the agency.

C.5   Survey staff for levels of professional knowledge and skill around technology integration, assess and analyze the data, determine technology support needs, provide recommendations for technology innovations, and present to leadership on survey results.

  C.6 Provide a personalized learning approach to assist the organization/business units with focused technology skills growth for the technology-based resources of ETF.

  C.7 Model continuous learning, to keep current, and to be a thought leader in ITSC and for ETF.

10% GOAL D. Performance of special assignments, consultation, training, and/or support of IT policy and participation in employee development programs.

Worker
Activity

  D1. Oversee and carry out special assignments, as appropriate, to respond to the needs of the Department.

  D2. Participate on the ETF Board of Leads.

  D3. Prepare special reports, reviews, and recommendations as requested.

  D4. Represent management on task forces and committees to respond to state and agency needs.

  D5. Orient new employees to IT standards, utilities, procedures, standards, policies, practices and major application areas.

  D6. Share knowledge with colleagues and provide assistance in areas of personal expertise.

  D7. Research and evaluate new tools and technologies and make recommendations on potential benefits for IT and/or business user staff.

  D8. Promote the introduction of new technologies as appropriate to support agency business goals.

  D9. Attend schools, training sessions, and workshops to improve data processing and management skills.

  D10. Maintain knowledge of state-of-the-art computer software and technology through independent study and reading, classes, and hands-on training.

  D11. 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. Ability to perform business analyses for purposes of designing and developing, implementing, enhancing, testing, monitoring, and maintaining automated IT applications.
5. Knowledge of systems implementation issues and methods.
6. Knowledge of system monitoring and maintenance techniques
7. Ability to analyze and evaluate IT project proposals and requests for conformity with applicable long- and short-range plans.
8. Ability to analyze and evaluate system modifications to ensure that accurate programming specifications are met.
9. Knowledge of the requirements, analysis and design phases of system development projects.
10. Knowledge of systems implementation issues and methods.
11. Knowledge of system monitoring and maintenance techniques.
12. Analytical and problem-solving skills.
13. Skill in identifying and investigating system development/enhancement and performance issues.
14. Ability to prepare project requests and proposals in a clear, concise, and complete manner and at the projected level of user understanding.
15. Effective oral communication skills to clearly communicate both in one-on-one settings and providing group presentations.
16. Effective written communication skills, including knowledge of correct grammar, spelling, punctuation, sentence structure and language usage.
17. Ability to explain and summarize complex information in a manner easily understood by others with varying degrees of knowledge or understanding.
18. Knowledge of various resources for researching new and emerging technologies and determining applicability to project requirements.
19. Skill 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, tribes, etc.)
20. Organizational and time management skills.
21. Knowledge of project/work plan development and management, including project management methods and tools.
22. Ability to guide a project from beginning to completion.
23. Ability to lead teams on IT projects.
24. Ability to manage vendor contracts.
25. Knowledge of policy and procedure analysis and development methods and techniques.
26. Knowledge of the state procurement process including simplified bid, RFP, RFB and RFI.
27. Ability to produce financial reports from a data warehouse and other financial systems.
28. Knowledge of cost-benefit analysis methods and techniques.
29. Knowledge of meeting management techniques.
30. Skill in building consensus among groups and knowledge of group processes, including facilitation and negotiation techniques.