

POSITION SUMMARY

Under the broad policy guidance of a Development and Quality Management supervisor, this lead worker position provides expert-level team leadership in the development and implementation of new application systems from inception to completion, application integration services, and service delivery coordination and business analysis work for highly complex, multi-platform mainframe and web-based business applications and systems. This position will both ensure current systems continue to meet agency needs as well as help lead development efforts in modernizing our IT systems and implementing both custom and COTS applications.

Serving as an agile development coach and lead worker, this position leads and monitors development teams, comprised of various levels and abilities of development services, plus contract staff, to achieve daily, sprint, and project goals. This includes prioritizing, assigning, directing, monitoring and managing the daily work and resource allocation of work unit staff and project team members. This position collaborates with business users and product owners to make sure product acceptance criteria is clear and meets users' needs. This includes leading meetings and standups with the development teams and product owners to refine requirements and acceptance criteria, leading meetings with the development teams on estimation, leading sprint planning meetings, sprint review meetings, and sprint and project retrospectives. This position will lead efforts to continuously improve Agile and software development life cycle (SDLC) processes based on feedback from retrospectives and communication with key stakeholders.

This position ensures compliance, across development teams and project members, with ETF development policies, procedures and standards as well as enterprise-wide standards which may impact on the project. This position manages all phases of assigned systems development projects, including change control management, plans and budgets for product deliveries, and manages human and fiscal resources. This includes effectively negotiating timelines, products, and other project concerns with top management positions including ETF leadership, the Division of Management Services Administrator, the Chief Information Officer, and other Bureau of Information Technology Services (BITS) Management. This position also provides status and completion reports to management.

The position serves as a project and technical decision maker and first-level authority for application system development activities supporting employee and retiree benefit programs. In addition, this position provides advanced expertise to business users and technical staff when problems arise with applications, and provides direction, guidance and consultation to other development staff on technical issues within the assigned area. Partnering with the Office of Enterprise Initiatives (OEI), ETF business areas, external business partners and users this position provides expertise to ensure ETF delivers high quality software solutions on ETF Legacy systems, new systems development and implementation. Within the BITS, this position will work directly with staff including the database modeler, DBAs, the middleware team, and technical support staff as needed to meet project goals. This position will help ensure that we meet our operational deliverables, while enhancing and modernizing ETF application systems. This position works with BITS management and key stakeholders to develop key performance indicators (KPI's) and metrics. Reporting includes sprint burndown charts, project burndown charts, release forecasts, sprint increments, and project status reports.

This position directs and defines processes and performs work related to all phases of the systems development life cycle, including analyzing and documenting business processes, planning, requirements elicitation, design, system development, testing, implementation, maintenance activities and production support/monitoring the ticketing queue.

This position initiates and effectively communicates with department technical and business user staff and other stakeholders; provides training for user staff with regard to technology systems operations; and consults

with technical staff to provide expert, specialized guidance with regard to the required data storage and use, input, and output of technology systems.

GOALS AND ACTIVITIES

- 60% GOAL A. Provision of leadership and guidance in the creation, enhancement, implementation, and support of both legacy and new technologies within ETF, including custom applications and COTS systems
- A1. Meet with section staff to provide feedback and assist in workload prioritization to ensure agency deliverables are timely.
 - A2. Coordinate and lead teams working on multiple systems development projects or a single project with multiple aspects from inception to completion. Project teams may be composed of IS System Development Services Professionals, Seniors, and Specialists, contractors, business area managers, project vendors, and test team members.
 - A3. Plan and budget for workflow and product deliveries. This includes working with management, development staff, business analysts and product owners to assess project scope and objectives, return on investment, risk, and budget for application efforts.
 - A4. Develop policies, procedures, and standards for the use of, and compliance with, complex or emerging technologies within ETF, including technological standards for application development and systems integration support. This may include unit testing, coding standards, code reviews, code promotion, and source code management.
 - A5. Direct the definition of requirements and acceptance criteria for custom application development, off-the-shelf software, cloud and software-as-a-service solutions, and integrations between systems.
 - A6. Work with application development management staff to develop actionable key performance indicators (KPI's), including setting goals and objectives, collecting measures, and calculating metrics.
 - A7. Incorporate information security policies, principles and practices into application requirements and development processes.
 - A8. Negotiate timelines, products, and other project concerns with management positions, including Division Administrators and Department Heads.
 - A9. Define, research and select the tools, techniques standards and methodologies to be used in enterprise application development and COTS support activities.
 - A10. Establish or support application user interface standards and work with product owners and development teams on user interface design.
 - A11. Direct the design of prototypes and tests for complex and emerging systems to provide the best user experience.
 - A12. Work with the test team lead to develop, document, maintain and execute software testing plans that include performance and security. Develop strategies to remediate issues found during testing.
 - A13. Lead project estimation.
 - A14. Lead teams of application development professionals, business analysts, and software testers. This includes working with managers on resource allocation, coaching on agile principles, ensuring compliance with established SDLC standards, and establishing task assignments and ongoing processes.
 - A15. Provide information, direction, and guidance to application developers on development tools, techniques, policies, application development methodology, project management business-area knowledge, and customer relationship management.
 - A16. Coordinate the development of changes with other existing and developing systems or subsystems to ensure integration and compatibility.

A17. Develop, implement and maintain SDLC processes in accordance with Agile development principles.

30% GOAL B: Provision of production issue resolution of on ETF-supported systems through a formalized software maintenance process

B1. Participate in business and IT change control, ensuring that all tickets go through the proper vetting and approval processes.

B2. Plan, schedule, and execute software upgrades.

B3. Work with product owners and business analysts on software maintenance issues, including reviewing for clarity, prioritization, and acceptance criteria.

B4. Act as liaison between customers/end-users and technical staff, both vendor and internal, including tracking problems and resolutions.

B5. Define processes for, and coordinate the delivery of, regular software maintenance releases.

B6. Manage human and fiscal resources for software maintenance.

B7. Control and document changes to custom- and vendor-delivered software, including reviewing proposals for changes, documenting actual changes made and monitoring the life cycle of these changes through upgrades.

10% GOAL C. Participation in IT team leadership and tactical planning. Performance of special assignments, consultation, training, support, and employee development.

C1. Carry out special assignments that meet the needs of the agency.

C2. Prepare special reports or documents as requested.

C3. Participate in IT planning activities.

C4. Represent management on task forces and committees to respond to state and agency needs, interacting with staff in other agencies as required.

C5. Orient new employees to development standards, procedures, policies, practices and major application areas.

C6. Provide the development team with assistance, evaluate development team assignments and output, and recommend training, as needed, to increase staff effectiveness and productivity.

C7. Meet with BITS management and staff to evaluate progression on tasks, identify and resolve issues, and plan for future projects and initiatives.

C8. Research and evaluate new tools and technologies.

C9. Stay current on development processes and modern technologies utilizing web resources, online training, books, internal documents, training sessions and workshops.

C10. Maintain knowledge of state-of-the-art computer software and technology through independent study and reading, classes, and hands-on training.

C11. Participate on the ETF Board of Leads.

C12. Additional duties as assigned.

Knowledge, Skills, and Abilities

1. Knowledge of the Department's technical and business area programs, processes, and requirements.
2. Knowledge of the Department's purpose, objectives, and mission.
3. Expert knowledge of department initiatives and changes as well as technology abilities and trends in order to make recommendations to management, business staff, and team members.
4. Expert knowledge of Agile principles, including the Scrum methodology, Scrum master responsibilities, and activities.
5. Expert skills using project management methodologies, tools, and techniques including project/work plan development and management, preparation of project artifacts such as charter, scope, fiscal, status updates, cost-benefit, and risk analyses and the coordination of projects and people.
6. Expert knowledge of software development, analysis, and design techniques.
7. Expert ability to work effectively with, lead and coordinate staff at all levels of responsibility and authority throughout the department and other state agencies, business partners, employers and third-party administrators.
8. Expert ability to understand requirements, refine requirements, and develop acceptance criteria.
9. Expert ability to recommend, negotiate, direct and implement change.
10. Advanced ability to learn and work independently.
11. Expert knowledge of facilitation and negotiation principles.
12. Ability to strategize, anticipate industry disruptions, and plan for future state.
13. Ability to help in the development of strategic and operational project plans.
14. Strong analytical and evaluation skills.
15. Excellent verbal and written communication skills.
16. Highly effective communication in small and large group settings, including public speaking.
17. Ability to take 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 department.
18. Expert ability to coordinate people, projects, and methodologies.
19. Ability to work and effectively communicate with departmental customers, vendors, business analysts, business users, technical developers, peers, and management.
20. Strong leadership skills.
21. Strong team dynamic and interpersonal skills and abilities.
22. Expert ability to identify, manage, and resolve problems.
23. Effective time management and prioritization skills.
24. Strong organizational skills to work independently and within a team.
25. Expert knowledge of application development and design methods.
26. Knowledge of relational database concepts.
27. Expert knowledge of problem tracking software technologies.
28. Expert knowledge of application development life cycle processes.
29. Knowledge of business analysis and application design techniques and prototyping.
30. Knowledge of application test methodologies and procedures.
31. Expert knowledge of application documentation methods.
32. Knowledge of good security practices for all phases of application development.
33. Ability to understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.