

POSITION SUMMARY

Under the broad policy guidance of the Chief Information Officer in the Bureau of Information Technology Services (BITS), this position ensures the overall system of applications, databases and infrastructure meets the technical, business and security requirements required for both current and future state. This position considers the evolving functional and technical requirements of multiple business units and stakeholders to propose and/or evaluate highly complex architectures including commercial off-the-shelf (COTS) and custom software, local and cloud hosting environments, and multiple data sources and data consumers.

As the Department's IT landscape, and thus the IT organization, undergoes a fundamental digital transformation, this position is key to consulting, designing, recommending, and participating in the implementation of best of breed technologies and systems with the purpose of providing members and customers with an effortless customer experience. Additionally, this role performs cost-benefit analysis of architectural decisions, like cloud hosting and cloud computing options, including not only direct costs but also long-term implications to support, development, and customer service.

This position is responsible for agency-wide design, integration, and implementation of highly complex multi-platform mainframe, web-based, and purchased business applications to realize the Department's strategic goal of having modern, secure, and resilient IT systems. The incumbent will serve as a lead advisor to technical decision makers and serve as a technical lead in the development of technical requirements used in the evaluation of requests for proposal (RFPs), statements of work (SOWs), and other contractual artifacts with vendors. This position will also need to evolve system design and framework as new components are added or system requirements change. In addition, this position evaluates and guides larger solutions/systems considering integration methods, available resources, development processes, and business constraints. This role will conduct direct external research with outside peer organizations to evaluate systems and architectures, including implementation of like systems.

The incumbent will coordinate and liaise between various functional areas such as security, middleware, help desk, application development, business intelligence, and the Office of Enterprise Initiatives to help ensure the components of the system lead to a coherent whole. They will also coordinate and liaise across projects to ensure technical decisions made within project teams are consistent with the overall system architecture.

This position will participate on both agency and enterprise-wide advisory groups. It is expected that this position will create, promote, make full use of, and follow all applicable ETF and state standards, policies and best practices.

GOALS AND WORKER ACTIVITIES

45% GOAL A. Collaboration with leadership from across BITS, the Bureau of Information Security Management, Business Intelligence, and the Office of Enterprise Initiatives, to ensure consistency of vision and implementation of technology in support of the Department's "best of breed" modernization strategy

- A1. Function as the agency expert for the incremental replacement of legacy systems with best-of-breed solutions that will maximize user experience, including coordinating the development of architectural components, as well as temporary or permanent solutions to fill gaps, required to integrate new with old as the future state emerges.
- A2. Provide information, direction, mentoring, and training to more junior developers and architects on integration tools, techniques and policies.
- A3. Prepare architectural and integration development plans, including related vendor work plans, to ensure that project staff, vendors, and management have a clear understanding of strategic direction.
- A4. Provide technical and architectural information and consultation to business users, procurement, and vendor staff ensuring RFP's and SOW's reflect the Department's modernization vision.
- A5. Lead the development, documentation, and implementation of policies and procedures for maintaining the Department's technical architecture, in support of modernization goals.
- A6. Research and recommend the use of emerging integration technologies in the distributed system, mainframe, and cloud environments.
- A7. Prepare status reports, including information from vendor statuses, for management to highlight progress, identify obstacles, and recommend action in meeting project schedules.

40% GOAL B. Leadership of technical and infrastructure strategies, processes, procedures, and teams to ensure alignment of Department's technology and systems with strategic goals and objectives

- B1. Function as the agency expert for the current and future state technical and infrastructure architecture and communicate that throughout the organization.
- B2. Maintain situational awareness of the regularly changing technical and infrastructure landscape as new initiatives are undertaken, and consult/guide teams to ensure the design choices are made consistently to move toward the desired future state.
- B3. Create and maintain the ETF Technical Reference Model as a tool to assist teams in making design choices consistent with the strategic direction of the Department's technical architecture.
- B4. Create, maintain, and facilitate the processes followed by the Technical Architecture Review Committee (TARC), the cross-functional committee charged with bringing disparate discipline expertise to bear in evaluating the technical and infrastructure architecture implications of new tools, systems, and initiatives.
- B5. Provide technical and architectural information and consultation to both business users and vendor staff. Interact with technical support, operations and vendor staff to ensure coordination of their efforts with project team efforts.

- B6. Serve as the primary technical liaison with the WI Department of Administration's, Division of Enterprise Technology (DET) as a key provider of technical infrastructure.
- B7. Provide input and guidance as to how the system integration layer of Department's architecture is incorporated into the larger technical environment.
- B8. Collaborate and provide input to the Data Management Program to ensure that data, data architecture, and data management integrate with the system, business, integration, and technical architectures.
- B9. Prepare status reports, including information from vendor statuses, for management to highlight progress, identify obstacles, and recommend action in meeting project schedules.
- B10. Prepare conceptual reports and management presentations to concisely inform management and other interested parties of technical capabilities. Prepare inputs to budget requirements for continued operations of systems.

15% GOAL C. Participation in and leadership of IT activities and projects. Performance of special assignments, consultation, training, and/or support of IT policy and participation in employee development programs.

- C1. Carry out special assignments to respond to the needs of the Department.
- C2. Prepare special reports, reviews, and recommendations as requested.
- C3. Represent management on task forces and committees to respond to state and agency needs.
- C4. Orient new employees to Technical Architecture vision, standards, policies, and practices.
- C5. Share knowledge, mentor fellow technical staff, and provide assistance in areas of personal expertise.
- C6. Research and evaluate new tools and technologies and make recommendations on potential benefits for IT and/or business user staff.
- C7. Promote the introduction of new technologies as appropriate to support agency business goals.
- C8. Consult and share best practices with other programmer/analysts about systems they are working and techniques they are using.
- C9. Stay current on information technology processing for the organizational environment, state-of-the-art computer software and technology, and related industry trends utilizing web resources, online training, books, internal documents, training sessions and workshops.
- C10. Attend conferences, training sessions, and workshops to improve data processing and management skills.
- C11. Additional duties as assigned.

Knowledge, Skills and Abilities

1. Ability and desire to learn
2. Ability to collaborate with technical and non-technical leadership, staff across the organization, and external business partners to reach goals
3. Ability to lead multi-disciplinary teams toward a common goal
4. Ability to set priorities and follow through to timely completion on multiple complex demands
5. Ability to teach and mentor others
6. Ability to be agile and flexible while still driving toward agency goals
7. Skill at effective oral communication including presentations
8. Skill at effective written communication
9. Skill at effective facilitation
10. Skill at development of technical reference models and ensuring effective implementation of defined architecture
11. Skill at designing, planning, and implementing technical architectures
12. Skill at designing, planning, and implementing integration architectures
13. Skill at designing, planning, and implementing solution/systems architectures
14. Skill at partnering with Security and turning security policies into implementable standards and guidelines
15. Skill at partnering with development teams in creating integration strategies that are flexible, maintainable, and scalable
16. Skill at analysis of current and future state, and building roadmaps to navigate
17. Skill at development of resource and time budgets
18. Skill at development and presentation of Cost/Benefit Analyses
19. Knowledge of Data Architecture/Management principles
20. Knowledge of system architecture principles such as
21. Knowledge of Enterprise Architecture principles
22. Knowledge of DevOps processes and procedures
23. Knowledge of Agile processes
24. Knowledge of Cloud Computing and Hosting principles, pros/cons