

Position Description

Enterprise Technical Services Consultant/Admn - Lead Worker, Operating Systems/Hardware Support Section
Bureau of Infrastructure Support

Position Summary

The Division of Enterprise Technology provides statewide information technology services utilizing a combination of State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to the executive branch of state government, in addition to the other branches, local governments, schools, universities, and libraries.

Under the direction of the Operating Systems/Hardware Support (OSHS), perform Lead Worker activities. Oversee and lead projects and day to day operations which include the installation, maintenance, and support of components within the OSHS Section. These components support a complex multi-computer (mainframes, distributed systems, and desktop) networked environment, supporting over 25 state Agencies. This position also coordinates the ongoing service delivery efforts of the section (coordinating and cooperating with other sections and teams within the division and the Agencies), and can assign and balance workloads within the OSHS teams.

The position operates with a high degree of independence, consistent with the direction of the bureau director and section chief. This position provides high-level customer service and consulting on a broad array of services, and participates in or leads projects from genesis through implementation and completion. The incumbent will frequently work on projects that require a strong understanding of customer service, good communication skills, and the ability to work within a team. The position also involves researching, implementing, using, and supporting new technologies. The ability to focus and function with an enterprise perspective, and to advise technical staff, DET management, and other entities' staff on technical design and business issues, is critical.

Goals and Worker Activities

65% A. Participate in and coordinate the daily activities and projects of the OS/HS teams.

- A1. Under the guidance of the Section Chief, lead and/or coordinate the projects and day to day operations of the OS/HS teams in the installation, configuration, maintenance, and support of the hardware, software, tools, and utilities used to provide and enhance services within the section and to our customers.
- A2. Work with service providers, equipment providers, and customers to resolve technical problems. Escalate issues as necessary.
- A3. Recommend staff assignments consistent with individual's abilities and other constraints.
- A4. Assist the Section Chief with communicating goals, objectives, activities, and plans to all staff within the section
- A5. Develop and maintain reports on activities being performed by section staff
- A6. Create project plans and proposals, and monitor status of projects. Alert Section Chief of any issues that may impact successful completion of the projects, regularly report on project status, and provide suggestions for corrective actions.
- A7. Lead or assist in contract negotiations and contract administration.
- A8. Guide junior members of the team to become proficient in the skills denoted above.
- A9. Identify and promote documentation and process needs within the Section. Develop same as appropriate.
- A10. Accumulate and contribute data to the Section Chief for periodical personnel performance reviews.
- A11. Ensure that operational standards are properly maintained and communicated to those impacted.
- A12. Ensure that customer notification and coordination procedures are properly implemented and maintained.
- A13. Work with the OS/HS Section Chief and the other BIS Section Chiefs to ensure workload for the section is understood, prioritized, managed, and clearly understood by all staff members.
- A14. Accumulate and contribute data to the Section Chief for periodic capacity and performance reporting.
- A15. Act as a service delivery coordinator for discrete efforts where appropriate.
- A16. Be responsible for ensuring implementation and execution of established Enterprise processes within the section, and where the section interacts with other sections or customer units.

15% B. Develop and follow IT Management and Customer Service best practices to ensure the quality of services delivered to partners.

- B1. Strive to deliver premier quality customer service at all times. Work cooperatively with others in a team environment to meet the expected levels of service. Actively participate in the development, documentation and implementation of IT service management best practices to ensure the quality of services delivered to customers and partners.
- B2. Seek BIS and/or customer's input prior to making decisions, and encourage partner agency cooperation in enterprise objectives.

10% C. Initiate, review and recommend problem and change management activities within the section.

- C1. Review changes proposed and performed by the section to ensure all information is complete and accurate.
- C2. Monitor active incidents and problems assigned to the team. Ensure that problems are given an appropriate level of attention, based on their impact to the customer, and the root cause is identified and resolved. Ensure problem logs are being properly maintained.
- C3. Represent the Section at incident/problem/change review meetings
- C4. Develop and maintain tactical plans for changes.
- C5. Participate in the development and adherence to annual and biennial plans in support of section operations.
- C6. Research, recommend, and justify hardware and software required to support the activities of the team and Section.

5% D. Establish and maintain operational policies, standards, procedures and guidelines for sound management and administration of Section services.

Under the Section Chief's guidance:

- D1. Identify, define, document and implement operational policies, standards, guidelines and procedures needed to support and maintain proper service levels.
- D2. Establish, communicate and coordinate operational policies, standards, procedures and guidelines among staff and affected customers.
- D3. Recommend new or modified policies, standards, guidelines, and procedures resulting from changes to existing or new services.

5% E. General duties.

- E1. Attend classes, seminars, conferences and training sessions to enhance and maintain professional skills and to be knowledgeable in technology and business issues.
- E2. Participate in department and bureaus activities as requested.
- E3. Perform other related tasks not specifically enumerated.
- E4. Demonstrate good written and verbal communication skills.
- E5. Maintain familiarity with activities and trends in the field of the Application Hosting Tools section and other related technologies. Attend appropriate training courses, conferences and seminars. Read technical publications to maintain a high level of technical knowledge concerning information technology hardware and software. Participate in activities of professional and technical associations to contribute to the development in the information technology industry and in various agencies of government.