

## **Position Description**

### **IS Enterprise Technical Services Specialist / Application Hosting Tools Position Summary**

The Division of Enterprise Technology provides statewide information technology services utilizing a combination of both 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 state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the general review of the Application Hosting Tools Section Chief and Team Lead, this position is responsible for the planning, installation and support of the State's Enterprise Web Hosting environment utilized by the Executive Branch agencies.

This position provides customer service and consulting support on a broad array of services, and participates in 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 approach. The position also involves implementing and using many new technologies. The ability to function with an enterprise perspective and to work with technical staff, DET management, and other entities' staff on technical design and business issues is critical.

This position is accountable for the quality of service provided to state agencies and other partners.

#### **Goals and Worker Activities**

##### **10% A. Demonstrate strong customer service, team, communication, and interpersonal skills.**

- A1. Communicate and respond to customer inquiries, incidents, and requests daily to ensure high levels of customer satisfaction.
- A2. Develop project goals, plans and solutions that are in line with team, department, and customer initiatives.
- A3. Provide strategic and tactical assistance to transform teams in the development of performance metrics.
- A4. Develop and maintain internal and external professional relationships that meet the organization's core values and proactively establish and maintain effective working team relationships with all customer and support areas.
- A5. Maintain constant lines of written and oral communication with team members, management, and customers and keep apprised of status, milestones, and completion dates.

##### **10% B. Develop and follow IT service management best practices to ensure the quality of services delivered to partners.**

- B1. 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. Understand and follow all published IT management policies and best practices in such areas as:

Financial Management  
IT Service Continuity Management  
**Service Support**  
Incident Management  
Configuration Management  
Release Management

Capacity Management  
Availability Management  
Service Desk  
Problem Management  
Change Management

- B3. Seek partner agency input prior to making decisions and encourage partner agency cooperation in enterprise objectives.
- B4. Design, construct, maintain and produce metric reports for this area of responsibility.

**35% C. Provide advanced-level technical support for Web Hosting products, including hardware, software, and services.**

- C1. Research, install, test and implement Oracle WebLogic Server (Fusion Middleware) application and Oracle HTTP server products.
- C2. Analyze, test and deploy new releases and patches of the software.
- C3. Knowledge of J2EE application models (for example, EJBs, JSPs, HTTP Sessions, servlets) and J2EE technologies (for example, JDBC, JMS, JNDI, JTA, JAAS, and so forth).
- C4. Diagnose and resolve complex Web Hosting technical issues. Ability to analyze, troubleshoot, document, and implement solutions.
- C5. Develop, establish and document procedures for the proper use and support of HTTP Server and Web Server products (including SOAP, UDDI, and WSTL).
- C6. Provide oversight, contract monitoring and direction to vendors providing server hardware and software management and other infrastructure services to ensure procedures are being followed and program goals are achieved.
- C7. Work with Security to develop and implement sound security practices and policies that balance the need for security and accessibility of server systems.
- C8. Monitor server, storage, and application utilization data and make recommendations to better utilize resources for optimal performance and cost-effectiveness.
- C9. Maintain records of tuning changes made and their effect on total resource utilization.
- C10. Establish metrics to measure and evaluate shared IT infrastructure systems and usage.
- C11. Develop, establish and document disaster recovery procedures.
- C12. Knowledge of High Availability, Disaster Recovery, vertical and horizontal scaling technologies and their business applications.
- C13. Understanding of scripting and automating routine tasks associated with system administration.
- C14. Comprehensive understanding of connectivity between data sources, application servers, and presentation layer servers.

**30% D. Provide server-based shared infrastructure consulting support.**

- D1. Meet with agency customers to review and understand their requirements as they relate to the enterprise shared IT infrastructure systems.
- D2. Evaluate agency needs and make recommendations regarding planned projects requiring enterprise shared IT infrastructure systems to enable customers to make the best use of the shared infrastructure to meet their program needs.

- D3. Provide advanced technical analysis and advice to customers to allow them to successfully and effectively plan for changes to enterprise shared IT infrastructure system configurations.
- D4. Analyze agency service requests and develop detailed technical designs, as needed and within standards, to meet their objectives.
- D5. Participate in statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.
- D6. Meet with agency customers to understand their disaster recovery requirements and recommended alternatives that relate to the enterprise shared IT infrastructure systems or DR recovery strategies.
- D7. Plan for, research and recommend changes to the enterprise server hardware and software configurations, based upon agency needs, industry innovations and cost effectiveness.

**10% E. Manage and participate in complex IT projects to implement and maintain enterprise and agency specific server infrastructure and systems.**

- E1. Understand and follow enterprise and divisional project management policies, procedures, and practices.
- E2. Coordinate project support tasks through other division or agency staff as assigned.
- E3. Participate on project teams under the direction of a project manager or team lead assigned.

**5% F. Continually update technical skills and participate in the Employee Development Program and other duties.**

- F1. Maintain familiarity with activities and trends in the field of infrastructure hardware and software and other related technologies.
- F2. Attend appropriate training courses, conferences and seminars.
- F3. Read technical publications to maintain a high level of technical knowledge concerning data processing hardware and software with particular emphasis on shared infrastructure technology.
- F4. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.
- F5. Perform other tasks as assigned.