

Position Description  
Application Hosting Section Chief  
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 Assistant Director of the Bureau of Infrastructure Support, manage the Application Hosting staff. oversee and lead projects and day to day operations which include the installation, maintenance, and support of components within the Section's purview. These components support a complex multi-computer (mainframes, distributed systems, and desktop) networked environment, supporting over 25 state Agencies. This position also provides personnel management-for the Applications Hosting Tools Section staff, and manages 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 on the Application Hosting teams.

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. This position will manage the preparation and implementation of project plans to eliminate/minimize the risk of error or delay on all Application Hosting Systems, in particular critical systems of high visibility with department and statewide impact. This position also represents the division on various policy committees and customer user committees.

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. The Section Chief is responsible for mentoring and supporting staff career goals where those are aligned with the goals of DET. This position should possess a thorough knowledge of all aspects of information technology, so that guidance/direction can be given to all staff regarding the proper performance of their duties

### **Goals and Worker Activities**

#### **40% A. Manage the Application Hosting Section.**

- A1. Develop and continually evolve the Application Hosting services strategy, based upon knowledge of the organization's objectives and customer needs.
- A2. Establish service levels, standards, and priorities to assure a high degree of customer satisfaction. Work with hardware and software service providers and customers to resolve technical problems, escalate issues as necessary, and provide regular reporting and metrics for the defined Key Performance Indicators (KPI's) within the Application Hosting area focusing on Collaboration and Web Platform services along with other enterprise processes.
- A3. Supervise staff to ensure efficient operation of the Application Hosting Section activities. Define and develop the service requirements and delivery standards for the section staff to include, but not limited to: setting priorities within guidelines established by the Bureau or Division, establishing appropriate support priorities and procedures necessary to avoid priority conflicts, and responding promptly to contingencies.
- A4. Manage third party or outside vendor relationships that supply products and services for

the Application Hosting section. Work to ensure that the vendor is meeting or exceeding their contractual obligations by delivering quality products and services efficiently and effectively.

- A5. Design, provision, maintain and provide technical support for customer Application Hosting services, including, but not limited to: Collaboration (email, content & document management, unified communications, etc.) and Web Platform (web application, distributed application protocols, directory integration, etc.) Services. Proactively recommend courses of action to maintain cost-effectiveness, competitiveness, and improvements in productivity of staff and service levels.
- A6. Manage and coordinate hardware and software upgrades and patching schedules, including integration of resources, time frames and deliverables. Establish working relationships with customers for communication, coordination, and negotiation of schedules.
- A7. Ensure that training frameworks and programs are developed, implemented, and maintained to help staff stay updated on industry practices. Ensure that cross training in the installation and use of the various software and hardware products is maintained, making sure implementation and execution of the Application Hosting services is following established enterprise processes within the section and others.
- A8. Review the progress of Application Hosting related projects and inform management of their status. This includes, but is not limited to preparing management reports to describe workload, resources and appropriate actions to be taken.
- A9. Participate in management meetings to determine objectives and priorities for the Division and section to ensure that employees are informed of departmental, division and bureau objectives, activities, and business plans and encourage input from all employees. This includes, but is not limited to, giving input into annual and biennial financial and Information Technology plans.
- A10. Work with other Section Chiefs to ensure workload for the Section is understood, prioritized, managed, and clearly understood by all staff members.

**35% B. Supervise Staff. Organize the section and assign clear responsibilities and authorities for each employee**

- B1. Set objectives and standards for each employee's performance and provide for employee training, progressive work assignments and career path planning. This includes, but is not limited to, delivering regularly scheduled performance evaluations, counseling and mentoring employees, and performing disciplinary actions as needed.
- B2. Recommend and initiate personnel actions such as reclassification, reallocation, competitive promotion, etc. as needed to ensure appropriate and effective allocation of staff and compensation of employees.
- B3. Establish work plans and schedules for section staff to ensure efficiency and coordination of effort within the section. Ensure adequate cross training of staff. Provide appropriate training to ensure ongoing competency and adequate cross training.
- B4. Ensure communication of the section objectives, activities, and plans to all staff in the section. Encourage participation from staff in improving section activities, policies and procedures.
- B5. Determine and manage the Application Hosting service resources; including staff, associated hardware and software tools, peripheral equipment, contract personnel, etc.; adjusting operations structures in order to maximize processing throughout to meet those needs.
- B6. Work with the Division/Bureau management team in developing and implementing the strategic and tactical plans for the Division/Bureau. Provide regular status reports to the Assistant Bureau Director of current section activities (short and long term) and issues that need to be addressed.

- B7. Participate in regular problem solving and status meetings. Ensure staff members follow the appropriate procedures and processes.
- B8. Implement Affirmative Action/Civil Rights Compliance Plan with areas of responsibility and in compliance with Federal and State Civil Rights Compliance Plans.
  - Review hiring selection process to assure fairness and equal opportunity for all candidates.
  - Review all disciplinary actions, resignations, and dismissals for compliance with appropriate standards and rules.
  - Provide information and direction to supervised employees to assure support of and active participation in development of the Affirmative Action/Civil Rights Compliance Plans.

**20% C. General and Project Management**

- C1. Manage the Section's line of business direction, focus, priorities, achievements, and budget.
- C2. Provide oversight for the Application Hosting service offerings including service quality, outages, and service request functions and coordinate any investigations of service interruptions/outages. Ensure a high level of customer focus with attention to customer priority issues and appropriate levels of customer communications.
- C3. Prepare, manage, and facilitate regular meetings related to ongoing oversight of the Section, including topics such as budget, staffing, enterprise projects, and other topics.
- C4. Prepare formal status reports and presentations to keep agency customers and management informed of operational service support metrics and issues. Represent the Bureau and participate in the daily incident, change, and release management meetings.
- C5. Actively participate in the development, documentation, and implementation of Application Hosting services best practices to ensure high quality services are delivered to customers and partners.
- C6. Seek agency input prior to making decisions. Encourage agency participation and cooperation in enterprise objectives.
- C7. Lead projects and committees to evaluate, develop, and maintain processes, procedures, software, and services that improve operational capabilities within the section.
- C8. Maintain familiarity with statewide projects as it pertains specifically to the Section and DET.

**5% D. General duties.**

- D1. Maintain familiarity with activities and trends in the Application Hosting services area through research and attendance in appropriate training courses, conferences, and seminars. Participate in activities of professional and technical associations to contribute to the development in the application industry and in various agencies of government.
- D2. Participate in Department and Bureau activities as requested.
- D3. Perform other related tasks not specifically enumerated.

### **Knowledge, Skills and Abilities**

1. Extensive experience with coordinating staff schedules and assignments to provide required service support.
2. Developing and monitoring processes to promote increased productivity, quality and improved customer service
3. Labor relation principles
4. Effective practice of team building concepts
5. Problem solving techniques
6. Highly developed written and verbal communication skills
7. Customer Service focus
8. Ability to define and implement operational and customer satisfaction metrics
9. Ability to lead and to effectively communicate with staff at all levels including an ability to communicate with technical and non-technical staff across multiple disciplines
10. Ability to meet deadlines without compromising attention to detail and accuracy
11. Ability to develop budgets and effectively manage financial, physical, and human resources. Project management concepts and tools for planning and reporting
12. Information Technology training and/or experience
13. Knowledge of Staff management/mentoring of both permanent and contract staff and demonstrated leadership skills
14. Knowledge of developing and/or implementing Application Hosting centered support
15. Knowledge of the operating functions for providing a 7x24x365 local area network environment delivering excellent customer service.
16. Knowledge of ITIL and other Service Management best practices

**SPECIAL REQUIREMENT:** Functions performed by this position may require occasional off work hours to resolve problems affecting normal operations.