

Position Description

Management Information Chief

Working Title (Section Chief – Business Performance Section)

Department of Administration, Division of Enterprise Technology, Bureau of Business Services

Position Summary

The Division of Enterprise Technology (DET) 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.

The bureau is responsible for a broad range of internal business support functions for the division. These business functions provide the underlying support needed to allow the division to successfully operate its information technology services. Support areas include: telecom administration and contract management, travel and training facilitation, Information Technology (IT) financial management and budget, IT services billing, IT services rates, asset management (hardware and software), enterprise and DOA purchasing, and performance management.

Under the direction of the Business Services Bureau Director, manage the business performance related support services provided by the section, including financial management, IT services rate development, enterprise IT billing, asset management, performance management, and IT purchasing. Supervise the Business Performance Section staff.

Goals and Worker Activities

45% A. Manage the Business Performance support services provided by the section.

- A1. Monitor staff to ensure efficient operation of the various areas of support within the section. Ensure that staff cross training is in place within the section as needed.
- A2. Ensure that invoice processing and other financial related processes and tasks are completed on a timely basis to support the changing environment of division and meeting the needs of DET customers.
- A3. Oversee the preparation and reporting of the annual DET budget and other financial reports which support the operations of the division.
- A4. Oversee the creation and management of rates for enterprise IT services as provided by the division.

- A5. Act as a point of contact within the bureau for financial related questions in support of customers, both internal and external to the organization.
- A6. Manage and oversee asset management related activities and work within the section.
- A7. Monitor and direct staff activities related to the support of performance management and IT management best practices.

25% **B. Supervise the Business Performance Section staff.**

- B1. Organize the section and assign clear responsibility and authority for each employee.
- B2. Set objectives and standards for each employee's performance and provide for employee training, progressive work assignments and career path planning.
- B3. Evaluate employee performance, acknowledge or provide formal recognition for good performance, counsel employees, and resolve grievances as needed.
- B4. Recommend and initiate personnel actions such as the hiring of new staff, reclassification, reallocation, and competitive promotion as needed to ensure appropriate and effective allocation of staff and the compensation of employees.
- B5. Establish work plans and schedules for section staff to ensure efficiency and coordination of effort within the section.
- B6. 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.
- B7. Determine staff needs of the section and recruit, hire, assign and discipline, if necessary, the employees of the section.
- B8. Provide communication to section staff of bureau related direction, policies and status. Provide communication to the Bureau Director of staff feedback and issues.
- B9. Provide a weekly status report to the Bureau Director of current section activities and issues that need to be addressed.

15% C. Provide support for performance management and IT management best practices.

- C1. With input from senior DET management, develop performance measures for the division.
- C2. Function as the division's contact for the broader departmental performance improvement efforts.
- C3. Work with other areas within DET to define the metrics and implement the capture of the necessary data to track performance.
- C4. Review existing IT management practices throughout the division in both the service support and service delivery areas for adherence to best practice and adherence to organizational goals. This includes review of the management of incidents, problems, configurations, changes, releases, service levels, financials, capacity, IT service continuity, availability, and service desk.
- C5. Identify areas where current IT management practices fall short of best practice.
- C6. Work with the appropriate areas within DET to develop the necessary policy, process, and/or procedures to support IT management best practices.

10% D. Section Planning and Budget

- D1. Facilitate and coordinate the section's planning efforts, including the development of annual and long range plans.
- D2. Work with section staff to develop a section budget, based on bureau objectives and annual plans.
- D3. Monitor section expenditures against annual budget.

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, division and bureau activities as requested.
- E3. Perform other related tasks not specifically enumerated.

Knowledge, Skills and Abilities

1. Excellent oral and written communication skills.
2. Knowledge of effective management and supervisory practices.
3. Experience with building teams from people with diverse skill sets.
4. Ability to develop and maintain effective working relationships with staff in other divisions, departments, vendors, and a variety of customers.
5. Strong inter-personal skills to effectively use consensus building to reach decisions.
6. Experience in project management methodology and practices.
7. Skilled in financial management practices, including operational budget planning, process and procedures, and service rate development.
8. Knowledge of general state procurement practices.
9. Knowledge of information technology and its respective hardware, software, planning, and implementation.
10. Skilled in the use of Microsoft Office Products, including Microsoft Word, Excel, Access, and PowerPoint software.