

WISCONSIN DEPARTMENT OF ADMINISTRATION
DIVISION OF ENERGY SERVICES
HOME ENERGY PLUS BUREAU

**INFORMATION SYSTEMS BUSINESS AUTOMATION SPECIALIST-
PROJECT**

This advanced level position works under general supervision of the Home Energy Plus Program Services Section manager. The position will work with the Information Systems Business Automation Lead to manage the business requirements of the Divisions Information Technology needs. This position partners with Division of Enterprise Technology (DET) and outside programmers for the design, development, implementation, and maintenance of the Home Energy Plus (HE+) systems (currently includes Wisconsin Home Energy Assistance Program (WHEAP), Wisconsin Weatherization Assistance Program (WisWAP), and Home Energy Plus (HE+) Web Site) and services. The incumbent assesses the effectiveness and evaluates the feasibility of new systems and services, and provides advice and guidance on complex issues. This position has knowledge of project management principles, methods and practices and will develop business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. This employee develops processes for troubleshooting, recovering, adjusting, modifying and improving Home Energy Plus systems and provides support that minimizes interruptions in the ability to carry out critical business activities. This position independently resolves conflicts and problems through the skilled application of theoretical and practical knowledge of the Home Energy Plus program as well as the application of general DET policies. Work assignments are difficult and complex. The incumbent interacts with other Division managers and staff as well as DET managers and staff in the completion of assigned duties.

Time: Goals and Worker Activities

- 30% A. Coordinate aspects of planning, approval, development, testing, implementation, and monitoring for existing and/or new systems which are used for administering the Division's program operations.
- A1. Prepare and present the business cases for IT projects relating to the HE+ systems.
 - A2. Conduct feasibility studies and cost-benefit analysis for the HE+ systems and process changes in the business area.
 - A3. Analyze business processes and data needs and translate business rules for HE+ systems.

- A4. Represent business rules and business information on IT Project teams.
- A5. In collaboration with the ISBA Lead, division management, and DET; develop timetables and plans for the implementation of new or modified systems. Identify and manage the completion of business area tasks to ensure successful implementation of HE+ systems.
- A6. Monitor and recommend priority of request for IT enhancements or projects from the business area.
- A7. Serve as the business area data custodian/steward and oversee HE+ systems access.
- A8. Develop business data definitions and valid values and define data warehouse needs from the business prospective.

30% B.

- Analyze HE+ systems that support the business needs of the division.
- B1. Analyze the impact of legislative and/or policy and procedural changes on the business requirements for HE+ systems.
- B2. Advise division management on the appropriate and effective use of information technology to improve service delivery.
- B3. Research the need for and recommend new changes and/or enhancements to the HE+ systems.
- B4. Study existing business rules and workflow and identify areas where changes in business processes and/or HE+ systems could improve the efficacy of division programs.
- B5. Propose system development or modifications in response to changing business needs. Meet with management to explain systems needs and projected costs, and participate in decisions to conduct further study, or to proceed with development.
- B6. Develop, review, and recommend long and short-range automation plans consistent with business program objective and IT plans.
- B7. Consult on the meaning and use of automated information. Maintain awareness of office automation capabilities and apply to business process.

B8. Represent and coordinate the business area and its involvement in the development of IT policies, procedures and standards

30% C. Identify system requirements necessary for compliance with changes in program policy and rules. Negotiate timelines for HE+ systems implementation or enhancements with Division and DET management.

C1. Develop plans and methods for acceptance testing. Develop specific test plans and manage acceptance testing to ensure that HE+ systems will function correctly.

C2. Develop user acceptance test criteria and conduct user acceptance testing. Report results of user acceptance tests and clarify HE+ requirements to DET development team.

C3. Coordinate scheduling and implementation of new or enhanced HE+ systems with business users and DET development staff.

C4. Analyze problems identified by business users and create requirements for changes to HE+ systems.

C5. Develop end-user manuals, handbooks, user guides and materials for HE+ systems and related business processes.

C6. Identify business area IT training needs; develop training plans and materials and provide training on HE+ applications.

C7. Facilitate the (re)design or rewrite of business processes. Monitor internal and external IT services and performances, and develop recommendations for possible alternatives.

C8. Coordinate problem resolution with program managers and DET.

10% D. Assist primary/lead staff on projects assigned by division management.

D1. Serve as the back up Division Information System Coordinator (DISC) or as assigned by the Deputy Division Administrator.

D2. Assist the primary systems specialist on projects involving multiple systems.

- D3. Represent division management at meetings, as assigned, and assume responsibility for other supervisory program assignments that may be made by division management.
- D4. Develop work plans for special projects and make assignments to other bureau staff where this position has lead responsibility.
- D5. Prepare status reports for division management on assigned special projects.
- D6. Assist division staff in the drafting and reviewing of special program reports.