

Position Description

IS Business Automation Consultant/Administrator (07-32)
Business Intelligence Manager
Department of Administration
Division of Facilities Management
Division of Facilities Development

May 2015

This position working under general supervision reports directly to the Division Administrator of the Division of Facilities Management (DFM), and serves as the Business Intelligence Manager for DFM. This position is shared with the Division of Facilities Development (DFD) and also serves as the Business Intelligence Manager for DFD. This position provides strategic IT planning, application portfolio management, project management, and user support for all Bureaus in DFM and DFD in the use of technology for business automation and business intelligence. This position is responsible for improving business processes and directing critical business strategies by managing the development, implementation, and maintenance of DFM and DFD business applications systems. These systems support the facilities maintenance for DOA owned buildings, asset management, real estate portfolio management, and the State Building Program.

The purpose of the Business Intelligence Manager is to review current DFM and DFD systems, while also keeping the Administrator's Office and the division management teams apprised of emerging technologies and system integration opportunities for continual process automation and further development of a comprehensive asset centric, 'facility lifecycle' data architecture. Centralizing these efforts under a single point of contact will result in a more efficient process for identifying, prioritizing, and implementing technology initiatives within the state building program, asset management, and facilities management. DFM and DFD system applications currently support all phases of the facility lifecycle including the programming, design, construction, and operations of state facilities. DFM oversees the operations and maintenance of 30 state office buildings and manages approximately 4 million square feet in seven cities throughout the state. In addition, DFM manages all lease transactions for state agency occupancy approximating 3.4 million square feet of space. DFD develops and administers the approximately \$1 billion biennial state building program. This includes oversight of: providing direction and support to all state agencies on capital projects; selection and review of architectural and engineering (A/E) design firms and documents; and management and supervision of over 2,000 construction projects.

This position will lead multiple business automation projects, direct appropriate division technical support staff, and manage the work of application developers to ensure that system specifications are met. This position is responsible for managing all state facility-related systems including but not limited to: Maintenance Management System CMMS (AIM), Capital Projects Management (WisBuild), Real Estate Services database, historical archive database (Past Perfect), and Space/Lease Management (Archibus). This position is also responsible for developing integration between state facilities applications and with external systems including finance, budget, human resources, and procurement systems being migrated and consolidated into PeopleSoft (STAR). This position will work directly with leadership and users to understand business needs for the development of short and long term strategic plans and recommend supporting IT solutions. This position will develop and manage help desk and training programs to support users of state facilities applications and will oversee staff responsible for first-line user support.

30% A. Manage the implementation of new systems, enhancements, and changes.

A1. Oversee project management to implement new systems and enhance existing applications. Develop detailed system specification documentation and direct the work of application developers. Provide ongoing communication and direction to appropriate DFM and DFD staff and DET on the need for improvements, new features, and enhancements identified response to users' needs.

A2. Perform research and analysis for proposed and existing system applications; assess value and role of each application; assess systems integration opportunities and challenges and identify where changes in technology would improve business efficiencies and decision support models.

A3. Work directly with leadership and users to define the scopes and needs of the divisions to recommend new business IT solutions.

A4. Serving as a consultant, provide expertise to users and DET to develop and maintain content/document

management solutions for documents related to the facilities maintenance and state building program.

A5. Act as DFM and DFD's primary contact with DET and outside programmers for all system application and desktop support issues.

20% B. Provide strategic direction related to the analysis of facility technology issues.

B1. Serve as the primary business and technology authority for the divisions, document and evaluate business needs across bureaus and all phases of the facility management and development.

B2. Identify and document space management, leasing, architecture, engineering, and construction technology trends in government and business both within the State of Wisconsin and nationally; forecast business needs for short-term (2-3 years) and long-term (5-10 years).

B3. Research and recommend strategies to division leadership to ensure adequate links between current and future business and technology needs.

B4. In conducting feasibility studies, identify and apply appropriate return on investment measures for DFM and DFD technology projects to recommend to proceed and build versus off-the-shelf solutions.

B5. Evaluate and propose methods to management used to assess Division technology investments, including identifying appropriate data needed, data sources, and data gathering techniques.

B6. Serving as a consultant, identify sources, construct surveys, evaluate published and/or other customer surveys related to all aspects of Division technology including internal, agency, and external user groups.

B7. Evaluate concerns and issues proactively with division management related to facilities technology issues; take initiative in summarizing issues, providing background information, and recommendations.

15% C. Manage IT programs and staff responsible for end user support and training.

C1. Establish first-line user support programs, prepare and distribute user documentation, direct user training, and maintain problem log.

C2. Provide technical direction, guidance, and consultation to system users to ensure that technical problems with applications are resolved promptly. Work with DET and direct appropriate DFM and DFD staff. Develop follow-up communication procedures to first-line users regarding problem resolutions.

C3. Monitor systems Problem Log to determine if the report is actually a problem with the application, a training issue with the users, a browser issue, or a requested enhancement to the system; make changes, as needed, to the log.

C4. Log user calls and problem resolutions in a Web-based Help Desk system. Collaborate with professional staff to design and enter user survey data based on help desk data. Analyze and oversee preparation of monthly customer service reports.

C5. Prepare cost/benefit analysis to determine if new technologies can provide benefits. Represent the division in recommending procurement of IT user hardware and software.

C6. Develop and providing outreach presentations on the use of IT applications to all users around the state.

10% D. Develop and distribute business management reports and provide other data analyses.

D1. Create and deploy Web based management reports with an emphasis on key performance metrics of the Divisions.

D2. As a consultant, develop strategies for report delivery for management and end users reporting.

D3. Seek programmer resources as the need for more complicated reporting requirements and delivery

methods arise.

10% E. Maintain Security Systems and Triage Security Incidents

- E1. Establish and oversee support to first-line users for establishing user accounts and passwords.
- E2. Develop LDAP/single sign-on strategies for use in facilities applications using LANIAM credentials.

10% F. Supervise and/or manage archiving and maintenance of data and files.

- F1. Maintain archived data and image documents per State Record Management requirements and user usage patterns.
- F2. Manage building inventory database and direct report preparation.

5% G. Perform other Bureau duties as required.

- G1. Attend Bureau meetings.
- G2. Prepare reports on assigned subjects.
- G3. Other duties as assigned.

Knowledge, Skills & Abilities

1. Knowledge of business analysis methods, tools, and techniques
2. Experience with one or more of the following computer systems: capital projects management, real estate services database, historical archive database, and space/lease management.
3. Ability to troubleshoot, recover, adjust, modify, improve, and reengineer business systems.
4. Leadership and team-building abilities
5. Knowledge of world wide web and Internet data requirements
6. Knowledge of client server environments and requirements
7. Strong oral and written communication skills including the ability to communicate business and technical concepts and information effectively to a wide range of audiences
8. Strong inter-personal skills, including the ability to work with peers, customers, and executives
9. Ability to learn quickly; synthesize complex information; identify key points and communicate results accurately and effectively, and summarize and report to high level executives
10. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames.
11. Knowledge of Microsoft Office, reporting tools, teleconferencing and presentation tools, and Microsoft Project (or equivalent)
12. Analytical and problem solving skills
13. Knowledge of project/work plan principles, development, management, and execution