

## **Position Description IS Supervisor 2**

### **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, libraries, and citizens.

Under the direction of the Section Chief, this position provides supervisory, leadership, and direction to the mainframe technology team. The enterprise mainframe infrastructure includes mainframe hardware, operating systems, storage management, system management software, data backup, system software, database management software, and application development infrastructure.

This position provides supervisory, leadership, high-level customer service and consulting support for a broad array of mainframe services. The position also will oversee projects from genesis through implementation and completion. The incumbent will frequently work on projects and tasks that require strong customer service skills, good communication skills, and the ability to work within a team approach. The ability to function with an enterprise prospective advising and leading technical staff, communicating to 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**

- A. 40% Manage, direct, and supervise the Mainframe System Services team.
  - 1. Develop and maintain the detection, containment, remediation and communication processes for the team and ensure the processes are understood and followed by the team.
  - 2. Manage the recruitment and hiring process for applicants; ensure that hiring decisions are made in accordance with department policies including affirmative action and equal employment opportunity guidelines.
  - 3. Recommend and initiate personnel actions such as reclassification, reallocation, competitive promotion as needed to ensure appropriate and effective allocation of staff resources and compensation.
  - 4. Implement and provide information about affirmative action policies and

procedures, harassment and discrimination policies, and advancement opportunities for all staff.

5. Evaluate employee performance, coach employees, acknowledge or provide formal recognition for good performance, recommend pay increases and/or promotions where warranted, and take appropriate disciplinary action, and resolve grievances as needed.
  6. Oversee the development of training and career development programs for all employees.
  7. Prioritize the work of team members of the Mainframe System Services team.
- B. 30% Coordinate and monitor activities to support the mainframe's high availability requirements.
1. Track product upgrades to ensure compliance is met and products are in a supported state.
  2. Monitor change reports to ensure no conflicts exist on upgrade timelines.
  3. Monitor change, incident, and service request activity to ensure mainframe teams are in compliance with service level agreements.
  4. Ensure problem/incident, change, and service request procedures are being followed.
  5. Monitor system capacity, usage, and exception reports
  6. Assist with the coordination and communication of hardware and software installations and upgrades.
  7. Ensure disaster recovery requirements are being met.
  8. Work with system developers, agency security teams, DET security team, and mainframe system programmers to ensure stability from security threats. Assist with audits of the mainframe environment.
- C. 20% Lead mainframe technology initiatives
1. Lead cross-functional teams in needs assessment, design, and implementation projects to address mainframe technology needs.
  2. Review internal project study requests and project plans for compliance with IT mainframe strategic goals.
  3. Evaluate customer requirements to determine which how mainframe solutions will best meet their business needs.
  4. Assist with budgeting for the section's mainframe environment.
  5. Provide mainframe technology expertise to system developers, system administrators, project managers and other IT professionals to ensure efficient use of mainframe resources.
- D. 10% Professional Development and Promotion of Mainframe Technologies
1. Meet with mainframe customers to promote new mainframe functions and features and communicate upcoming changes and plans.

2. Promote mainframe technical cross training to ensure the long term viability of the platform.
3. Promote mainframe internship program.
4. Recommend improved methods and technologies to manage the mainframe infrastructure more efficient and effective.
5. Attend seminars and other educational opportunities; interact with counterparts at other organizations and read professional journals and magazines.
6. Perform other assigned tasks not specifically enumerated.

### **Knowledge and Skills**

1. Knowledge of mainframe software and hardware technologies
2. Demonstrated ability to conceptualize and articulate IT solutions in plain language to IT and the non-IT people.
3. Demonstrated outstanding leadership including in facilitating diverse groups of individuals to collaboratively achieve consensus
4. Proactive, detail-focused problem solving skills
5. Demonstrated ability to effectively plan and control projects
6. Knowledge of project management tools and methodologies
7. Knowledge of cost benefit analyses, and feasibility study techniques
8. Knowledge of the principles of organization, administration and management and developing long and short term goals
9. Knowledge of state and federal employment laws, policies and procedures pertaining to the hiring of new employees including Affirmative Action, Equal Employment Opportunity, and state classified service rules
10. Knowledge of techniques and theory required to manage and supervise professional technical support staff
11. Knowledge of techniques used to establish and maintain effective working relationships with staff and customers
12. Knowledge of effective methods of written and oral communication, including leading and facilitating meetings
13. Understand, follow, and mentor staff in published IT management policies and best practices in such areas as Service Delivery and Service Support.
14. Knowledge of effective consulting and negotiation practices
15. Knowledge of budgeting, organizational planning and purchasing principles
16. Excellent interpersonal, communication, and presentation skills are required with a high degree of energy, initiative, and organizational ability
17. Knowledge of disaster preparedness and recovery methodologies