IS Technical Services - Senior
Working Title: WISBuy eCatalog System Analyst
Position Number: 320643

POSITION SUMMARY

This senior level position performs professional IS work related to the deployment, support and maintenance of the enterprise e-catalog system. Additionally, this position provides technical expertise needed to support the interfaces with the eprocurement functions of the ERP (PeopleSoft) implementation. It will also support many of the VendorNet functions such as enotifications, data upload compatibility issues with new systems, content management and serve as back-up to the VendorNet Information Line. The position will serve as the back-up to the WISBuy Site Administrator and the duties of other personnel in the KIT Section. The IS Technical Services Senior will provide technical written documentation of procedures, setup for joint integration testing, and provide technical input to problem identification and resolution of eprocurement functions.

Work is typically performed under general supervision may be reviewed by the Section Chief of the Knowledge Management, Improvement and Training (KIT) Section in the State Bureau of Procurement (SBOP) for agreement with the Bureau's technical and strategic directions, policies and standards.

GOALS AND WORKER ACTIVITIES

45% A. Provide database and other technical support in the implementation, management, enhancement and quality control of WISBuy ecatalog system.

- A1. Design, develop, implement, enhance and document data and database functions.
- A2. Implement, maintain and document all existing database management functions and routines.
- A3. Design and develop information and data retrieval functions for use by internal staff.
- A4. Assist with technical analysis supporting data management and file organization methods to ensure system performance
- A5. Create written documentation for internal section staff with regard to technical database functions.
- A6. Provide technical assistance and consultation to local units of government and vendors to enable them to implement WISBuy ecatalog system. .
- A7. Serve as the primary contact for users and suppliers on troubleshooting and/or technical issues.
- A8. Load and maintain e-catalogs on systems.
- A9. Provide technical guidance to SBOP helpdesk.
- A10. Implement standards and procedures for technical services activities.
- A11. Evaluate and provide technical assistance for training programs.
- A12. Serve as backup to WISBuy ecatalog System Administrator.

35% B. Provide technical input to technical solutions for problem identification and resolution.

- B1. Provide or consult on the design, development, implementation, enhancement and documentation of data and database functions.
- B2. Setup and perform joint integration testing.
- B3. Assist with troubleshooting updates, upgrades and changes.
- B4. Maintain documentation on updates, upgrades and changes for problem resolution.
- B5. Recommend and implement policies and procedures to improve business processes.
- B6. Work with section staff to ensure database backup and recovery systems are in place.

B7. Develop and implement standards and procedures for problem/change resolution.
B8. Recommend automation techniques to eliminate manual procedures.

15% C. Prepare Data for Presentations and Reports.

C1. Retrieve needed data from databases to respond to legislative and internal customer inquiries.
C2. Aggregate data and produce descriptive statistical analyses.
C3. Prepare tables, graphs and other data for presentations.

5% D. Conduct other duties as assigned by supervisor.

KNOWLEDGE AND SKILLS

- Knowledge of state procurement laws, administrative code and state procurement policies and procedures or completion of the Bureau's core training classes within a 6 month period.
- Knowledge of concepts and methods used in computer systems, analysis, computer systems capability and basic programming techniques.
- Knowledge of computer applications and systems programming principles, techniques and capabilities.
- Familiarity with the operation and behavior of common web browsers.
- Ability to understand and clarify software behaviors.
- Experience with developing end-user technical documentation.
- Knowledge of system interfacing and data interchange principles.
- Knowledge of automated information system design principles and application.
- Ability to establish effective working relationships with co-workers, the Bureau of Procurement, vendors and other State agencies.
- Professional communications, both written and verbal, including formal presentations.
- Working knowledge of PC standard office softwares including Access.
- Excellent organizational skills and detail oriented.