

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 Application Hosting Section Chief, this position provides supervisory, leadership, and direction for the collaboration technology team. The enterprise collaboration services include email, fax, SharePoint, and unified communications. Members of the collaboration team are responsible for researching and evaluating new technologies, for selecting those that will best meet customer needs, and for introducing them into the mainstream of the computing architecture. The team also develops specific policies and procedures for the installation, implementation, and use of these technologies.

This position provides supervisory, leadership, high-level customer service and consulting support for a broad array of collaboration services. This includes assisting with analyzing operating budgets, resource management, and being accountable for the quality of the service provided to state agencies and partners. The position also will oversee projects from genesis through implementation and completion and the incumbent will frequently work on projects and tasks that require strong customer service and communication skills. The ability to function with an enterprise perspective advising and leading technical staff, communicating to DET management and other entities' staff on technical design and business issues is critical.

Goals and Worker Activities

- A. 40% Manage, direct, and supervise the Collaboration Services team.
 - 1. Develop and maintain the collaboration services strategy, based upon knowledge of the organization's objectives and customer needs. 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. Establish plans, policies, procedures, and guidelines to ensure efficient operation of the Collaboration Services team. Establish procedures for work scheduling, prioritization, on-call designation, and vacation scheduling to ensure that production needs are met
- B. 30% Coordinate and monitor activities to support the Collaboration Services 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 collaboration team is in compliance with service level agreements.
 4. Ensure problem/incident, change, and service request procedures are being followed.
 5. Monitor system capacities, performance, 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 customers, partners, and other technical staff to ensure the collaboration services are stable, secure, and fiscally sound. Assist with any audits of the collaboration services as needed.
- C. 20% Lead Collaboration Service technology initiatives
1. Lead cross-functional teams in needs assessment, design, and implementation projects to address collaboration technology needs.
 2. Review internal project study requests and project plans for compliance with IT collaboration strategic goals.
 3. Evaluate customer requirements to determine which how collaboration solutions will best meet their business needs.
 4. Assist with budgeting for the section's collaboration environments.
 5. Provide collaboration technology expertise to customers, partners, and other IT professionals to ensure efficient use of collaboration resources.

D. 10% Professional Development and Promotion of Collaboration Technologies

1. Meet with customers to promote new collaboration functions and features and communicate upcoming changes and plans.
2. Promote collaboration service cross training to ensure the long term viability of the services.
3. Promote staffing plans, like utilizing the internship program, to help meet all project and operational requirements.
4. Recommend improved methods and technologies to manage the collaboration infrastructure and finances so they are 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 collaboration 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