

## **Position Description**

**Department of Administration, Division of Enterprise Technology**

**Mainframe DB2 Support Technician**

**IS Enterprise Technical Services Consultant/Administrator**

## **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 limited review of the Section Chief/Unit Supervisor, this position functions as a technical leader and expert of the State of Wisconsin's mainframe enterprise technology environment. The enterprise mainframe infrastructure includes mainframe hardware, operating systems, storage management, system management software, data backup, system software, database management software, applications, and application development infrastructure.

This position provides high-level customer service and consulting support for a broad array of services. The position also will participate in and lead 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 position also involves implementing, maintaining, and using many new mainframe technologies. The ability to function with an enterprise perspective and advise technical staff, 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 Workers Activities**

### **65% A. Provide advanced technical support for enterprise mainframe infrastructure systems including hardware, software, and services.**

- A1. Use advanced-level knowledge to research, install, test, and implement major mainframe enterprise components - DB2 and its corresponding software.
- A2. Maintain and upgrade installed major mainframe enterprise software – DB2 on an ongoing basis to remain at recommended release levels and to resolve problems in order to maintain system stability.

- A3. Use advanced-level knowledge of DB2 to resolve known problems, research potential problems, and maintain overall system stability.
- A4. Develop, maintain and communicate implementation schedules for application of corrective software maintenance, to resolve known problems and maintain overall system stability.
- A5. Provide direction for the use of procedures along with developing, establishing, and documenting procedures for the proper use and support of DB2.
- A6. DB administration of Content Manager.
- A7. Installation, maintenance, administration of DB2 components such as DB2 drivers ( DB2 JDBC drivers), DB2 Connect, Data Studio, CDB Utilities, and etc.
- A8. Perform performance and tuning of DB2 at a system level and at an application level.
- A9. Install, maintain, and upgrade MQ Series.
- A10. Use system knowledge of MQ Series to resolve known problems, research potential problems, and maintain overall system stability.
- A11. Work with Security and Auditors to develop and implement security maintenance, security fixes, and sound security practices and policies that balance the need for security and accessibility of the systems.
- A12. Monitor DB2 and its components to make recommendations to better utilize resources for optimal performance and cost-effectiveness.
- A13. Monitor DB2 and its components for potential defects and take action to resolve the issues.
- A14. Maintain records of tuning changes made and their effect on total resource utilization.
- A15. Lead in the development, establishment, documentation of, and testing disaster recovery procedures.
- A16. Plan for, research, upgrade, and recommend changes to system components based on agency needs, industry trends, and cost effectiveness.
- A17. Actively participate and lead in the development, documentation and implementation of IT management best practices to ensure the quality of services delivered to customers and partners.
- A18. Design, construct, maintain and produce metric reports for this area of responsibility.
- A19. Actively mentor and guide staff in development of problem identification and resolution skills.
- A20. Actively mentor and guide staff in development of mainframe implementation, testing, and maintaining of DB2 software and related system software skills.

**20% B. Provide advanced level shared infrastructure consulting support.**

- B1. Meet with agency customers or other internal staff to review and understand their requirements as they relate to the enterprise mainframe environment.
- B2. Evaluate agency or internal staff needs and make recommendations regarding planned projects requiring enterprise shared IT infrastructure systems to enable customers to make the best use of the system resources to meet their program goals.
- B3. Provide technical analysis and advice to agency customers or infrastructure areas to allow them to successfully and effectively use the mainframe environment.
- B4. Analyze service requests and develop detailed technical designs, as needed and within standards, to meet their objectives.
- B5. Participate in and at times lead statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.
- B6. Meet with customers to understand their disaster recovery requirements and recommend alternatives that relate to the enterprise shared IT infrastructure systems DR recovery strategies.

**10% C. Lead and participate in complex IT projects to implement and maintain Enterprise infrastructure and agency specific business application systems.**

- C1. Understand and follow divisional project management policies, procedures, and practices.
- C2. Understand and follow enterprise information portfolio management policies, procedures, and practices.
- C3. Coordinate project support tasks through other division or agency staff as assigned.
- C4. Lead and participate on project teams.

**5% D. Continually update technical skills and participate in the Employee Development Program and other duties.**

- D1. Maintain familiarity with activities and trends in the DB2 and other related technologies.
- D2. Attend appropriate training courses, conferences, and seminars.
- D3. Read technical publications to maintain a high level of technical knowledge concerning data processing hardware and software with particular emphasis on shared infrastructure technology.
- D4. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.
- D5. Perform other assigned tasks not specifically enumerated.

## **Knowledge, Skills and Abilities**

1. Ability to deliver quality service and maintain positive working relationships with customers.
2. Ability to function as a team member, including the open sharing of information and willingness to provide assistance where needed.
3. Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
4. Knowledge of and ability to apply IT service-delivery management best practices and procedures.
5. Understanding of mainframe concepts and tools.
6. Resourceful in identifying and obtaining technical information sources needed to perform duties effectively.
7. Ability to learn quickly; synthesize complex information, identify key points and communicate results accurately and effectively.
8. Knowledge of and ability to perform technology and product research, testing, installation, customization, troubleshooting, and support.
9. Advanced knowledge of mainframe DB2 systems support.
10. Advanced knowledge of MQ Series.
11. Advanced knowledge of mainframe DB2 software support such as DB2 JDBC drivers, DB2 Connect, Data Studio.
12. Advanced knowledge for supporting Content Manager.
13. Ability to provide advanced-level infrastructure consulting to customers and other mainframe technicians.
14. Advanced knowledge of mainframe disaster recovery techniques.
15. Ability to deliver high quality customer service at all times.
16. Ability to work cooperatively with others in a team environment to meet the expected levels of infrastructure service.
17. Ability to have good written and verbal communication skills.
18. Ability to develop and maintain good working relationships with all colleagues, customers, and vendors.
19. Ability to follow IT service management best practices to ensure the quality of services delivered to partners.
20. Ability to mentor and develop staff in the above skills.