Position Summary

This position works under general supervision of the Division of Energy, Housing, and Community Resources (DEHCR) Program Services Section Chief. The position will work with the Information Systems Business Automation Lead to manage the business requirements of the Division’s information technology needs. This position partners with Division of Enterprise Technology (DET) and outside programmers for the design, development, implementation, and maintenance of the DEHCR systems (supporting Wisconsin Home Energy Assistance Program (WHEAP), Wisconsin Weatherization Assistance Program (WisWAP), and Home Energy Plus (HE+) Web Site) and services. The incumbent assesses the effectiveness and evaluates the feasibility of new systems and services, and provides advice and guidance on complex issues.

This position will develop business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. This position develops processes for troubleshooting, recovering, adjusting, modifying and improving DEHCR systems and provides support that minimizes interruptions in the ability to carry out critical business activities. This position independently resolves conflicts and problems through the skilled application of theoretical and practical knowledge of the DEHCR programs as well as the application of general DET policies. Work assignments are difficult and complex. The incumbent interacts with other Division managers and staff as well as DET managers and staff in the completion of assigned duties.

% Time Goals and Worker Activities

30%  A. Coordinate aspects of planning, approval, development, testing, implementation, and monitoring for existing and/or new systems which are used for administering the Division’s program operations.

A1. Prepare and present the business cases for IT projects relating to the DEHCR systems.

A2. Conduct feasibility studies and cost-benefit analysis for DEHCR systems and process changes in the business area.

A3. Analyze business processes and data needs and write business rules for DEHCR systems.

A4. Represent business rules and business information on IT Project teams.

A5. In collaboration with the ISBA Lead, Division management, and DET; develop timetables and plans for the implementation of new or modified systems. Identify and manage the completion of business area tasks to ensure successful implementation of DEHCR systems.
A6. Monitor and recommend priority of request for IT enhancements or projects from the business area.

A7. Serve as the business area data custodian/steward and oversee DEHCR systems access.

A8. Develop business data definitions and valid values and define data warehouse needs from the business prospective.

A9. Conduct basic and complex data analysis and evaluation through the creation of reports and ad hoc queries utilizing tools including MS Access, MS Excel, SQL Server, SQL Reporting, and Visual Studio.

A10. Use standard and sophisticated software to develop reports and queries for data retrieval including Microsoft Access and GIS products including AReGIS and Centrus.

A11. During the absence of the IS Business Automation Specialist Lead or increase in work demand and special projects, serve as the point of contact or project lead

35%  B. Analyze systems that support the business needs of the division.

B1. Analyze the impact of legislative and/or policy and procedural changes on the business requirements for DEHCR systems.

B2. Advise division management on the appropriate and effective use of information technology to improve service delivery.

B3. Research the need for and recommend new changes and/or enhancements to the DEHCR systems.

B4. Study existing business rules and workflow and identify areas where changes in business processes and/or DEHCR systems could improve the efficacy of division programs.

B5. Propose system development or modifications in response to changing business needs. In collaboration with the ISBA-Lead, meet with management to explain systems needs and projected costs, and participate in decisions to conduct further study, or to proceed with development.

B6. Develop, review, and recommend long and short-range automation plans consistent with business program objective and IT plans.

B7. Consult on the meaning and use of automated information. Maintain awareness of office automation capabilities and apply to business process.

B8. Represent and coordinate the business area and its involvement in the
development of IT policies, procedures and standards

B9. Lead in the design and development system test criteria for implementation of program changes.

B10. Lead the Division in system security for DEHCR systems. Review User Profile access usage and manage system access for users. Coordinate with contracted agencies, vendors and guest request, for proper levels of access for system users.

35% C. Identify system requirements necessary for compliance with changes in program policy and rules. Negotiate timelines for DEHCR systems implementation or enhancements with Division and DET management.

C1. Develop plans and methods for acceptance testing. Develop specific test plans and manage acceptance testing to ensure that DEHCR systems will function correctly.

C2. Develop user acceptance test criteria and conduct user acceptance testing. Report results of user acceptance tests and clarify DEHCR requirements to DET development team.

C3. Coordinate scheduling and implementation of new or enhanced DEHCR systems with business users and DET development staff.

C4. Analyze problems identified by business users and create requirements for changes to DEHCR systems.

C5. Develop end-user manuals, handbooks, user guides and materials for DEHCR systems and related business processes.

C6. Identify business area IT training needs; develop training plans and materials and provide training on DEHCR applications.

C7. Facilitate the (re)design or rewrite of business processes. Monitor internal and external IT services and performances, and develop recommendations for possible alternatives.

C8. Test programming and system operations prior to implementation to ensure compliance with specifications and intended functionality.

C9. Write specifications for system functionality, reports and data retrieval.
Knowledge and Skills

1. Considerable knowledge of computerized data processing systems analysis, report generation techniques, hardware and software capabilities.

2. Considerable knowledge of program planning, evaluation techniques and policy analysis.

3. Knowledge of project management principles, methods and practices

4. Extensive knowledge of DEHCR Programs including the Wisconsin Home Energy Assistance Program (WHEAP), the Wisconsin Weatherization Assistance Program (WisWAP) including laws, regulations, guidelines and program delivery structure.

5. Knowledge of the use and interpretation of state and federal laws and regulations and their impact on Computer Systems and reports.

6. Knowledge of research design methods, management reporting techniques and statistical methods.

7. Excellent oral and written communication skills including technical writing skills.

8. Excellent interpersonal relations skills and techniques.

9. Skill in the use of Microsoft Office Products, including Microsoft Word, Excel, Access, Project and PowerPoint software.

10. Knowledge of and ability to evaluate and utilize various reporting software tools including MS Access, SQL Server, SQL Reporting Tools.

11. Skill in the use of GIS software products and geocoding products such as Sagent/Centrus, ArcView.

12. Knowledge of computer systems analysis, computer systems capabilities and basic programming concepts.

13. Knowledge of energy audit software and databases.

14. Skill in functioning as a liaison between end users and computer programmers, and with persons from a variety of professional backgrounds.