

Classification Title: IS Supervisor 2
Agency Working Title: Solution Delivery Manager

Summary

Under the general supervision of the Director of Information Technology (IT), Division of Administrative Services and Technology (AST), Wisconsin Department of Financial Institutions (DFI), this position manages the Solution Delivery Team in support of the strategic business goals of the Department. This position is responsible for leading the employees within the roles of project management, business analysis, application development and quality assurance.

Position functions include independent responsibility for developing project designs and plans, negotiating project charters with appropriate stakeholders, applying new technology effectively, and providing customer focused delivery of application-based solutions for both in-house developed and commercial off-the-shelf offerings. This position manages teams of department employees and contractors.

This position assists and advises bureau management on priorities, budget issues, training, and customer service issues. The position contributes to developing and implementing bureau policies, procedures, standards and guidelines. This position is also responsible for ongoing evaluation of DFI's processes in regards to project management, application development, quality assurance and business analysis in order to promote increased productivity, quality and improved customer service.

Objectives and Tasks

- 40% A Management of solution delivery-based projects and day-to-day work
 - A.1 Develop and maintain implementation schedules for solution delivery-based projects, including overall release planning and individual iteration planning.
 - A.2 Perform within the role of project manager and/or business analyst as part of solution delivery-based projects. This entails facilitating project ceremonies and meetings, creating project artifacts and documentation, providing subject matter expertise when needed and performing project planning/management tasks.
 - A.3 Develop work plans to support the agency's strategic IT plans and meet strategic objectives. Negotiate estimates for costs, timelines and resources.
 - A.4 Use the bureau's existing performance metrics to monitor the progress of all solution delivery-based projects against plans. Initiate appropriate actions to assure that project deadlines and schedules are met and that project costs are controlled, including resource leveling across multiple projects. Report status of projects to management. Inform management of any variance from plans.
 - A.5 Prepare formal status reports and presentations to keep agency customers and

management informed of project progress, milestones and issues.

- A.6 Negotiate service level agreements and report performance against defined agreements.
- 30% B Supervision of solution delivery staff
- B.1 Determine staff needs as part of the annual planning process and on an ongoing basis; recruit, hire, onboard, and assign employees.
 - B.2 Recommend/initiate personnel actions such as reclassification, reallocation, and competitive promotion, as needed, to ensure appropriate and effective allocation of staff resources and recognition of staff skills and responsibilities.
 - B.3 Organize and schedule staff to provide optimum use of resources and effective performance.
 - B.5 Establish goals and objectives for the solution delivery team staff. Monitor progress against plans, review employee performance, provide appropriate feedback to employees on performance, take appropriate disciplinary action, and assist staff to prepare individual career development and training plans, provide recognition for superior performance and resolve grievances.
 - B.6 Implement affirmative action policies and procedures, harassment and discrimination policies and advancement opportunities for all solution delivery staff. Communicate information about these policies, procedures and opportunities.
- 10% C Manage agency information technology project management office
- C.1 Monitor and review status of project management office capabilities, including processes, standards, policies and resources against best practices.
 - C.2 Recommend and implement continuous improvements to keep pace with evolving industry standards pertaining to project management and solution delivery areas. Implement solutions and arrange for ongoing training and education of agency staff and customers on DFI project management practices.
 - C.3 Participate on committees and councils. Represent IT on appropriate, inter-agency information technology teams related to project management office topics.
 - C.4 Define and maintain project management standards for the IT bureau with a specific eye towards industry defined standards.
- 10% D Development of IT strategic plans and budgets
- D.1 Help lead, facilitate and participate in IT strategic planning and business

engagement processes.

- D.2 Review the agency and division strategic business plans, IT plans, business engagement initiative output, and develop work plans that focus on achievement of the goals and objectives stated in the strategic plans.
 - D.3 Participate with agency management, other state agencies and other business partners in developing joint approaches for implementation of technical solutions to promote the agency's mission.
 - D.4 Provide consulting services, where required, to customers both inside and outside the agency.
 - D.5 Develop budgets for ongoing projects, along with planned projects and initiatives.
 - D.6 Develop and update policies, standards and procedures to assist in measuring and managing technical support resources in the agency.
- 10% E Professional Activities and other Assignments.
- E.1 Participate and represent the department as a member of appropriate statewide projects and work groups as assigned.
 - E.2 Participate in establishing state-wide technical standards and directions.
 - E.3 Identify and attend professional training sessions appropriate to job responsibilities. Review trade and vendor publications as needed to maintain expertise in available products and technologies.
 - E.4 Perform other duties as may be assigned.

Knowledge /Skills/Ability (KSA):

1. Knowledge of and experience with supervisory techniques.
2. Knowledge of equal employment practices.
3. Knowledge of employee policies and procedures.
4. Knowledge of agile project management methodologies.
5. Knowledge of business analysis processes.
6. Knowledge of application design and development tools and processes.
7. Knowledge of database platforms and solutions.
8. Knowledge of strategic planning and IT budgeting concepts.
9. Ability to simultaneously and effectively manage a variety of projects and efforts of various sizes.
10. Ability to run a project management office.
11. Ability to manage a medium team.

12. Ability to conduct training and informational sessions.
13. Ability to communicate, both verbal and written, effectively.
14. Ability to analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.
15. Ability to prepare and administer a project and/or operational budget.