

Position: Assistant Bureau Director
Working Title: Director of the Innovation Center

Department of Administration
Division of Enterprise Technology
Bureau of Business Application Services

POSITION SUMMARY

This position works under the general supervision of the Director of the Bureau of Business Application Services and is responsible for solutions consulting, design and implementation of integrated Collaboration Systems, Mobile Applications, integrated GIS applications and platforms including the CRM / BPM product line. This position manages and directs the efforts of state employees and contracted consultants in solving very complex business problems using multiple web, GIS, VOIP and mobile development platforms. This position works closely with DET Bureau Directors, project managers, team leads, and project specialists in monitoring adherence to agency portfolio management policies and procedures, configuration management methodology and systems development standards and policies. This position is responsible for the timely delivery of services and working with customers to develop Project Application, Infrastructure and Desktop Requests that are fiscally responsible and that support the business needs of the department.

This position is responsible for working closely with enterprise wide customers, state agencies, in providing system level solutions consulting resulting in architecting, creating and implementation of complex CRM systems using complex workflow. This position will follow new methodologies to provide technical innovation to the state on a number of technical areas which will vary and change as the technology market changes and grows. This position will be responsible for creating application solutions capable of solving problems across business lines in a short period of time. This position will require the incumbent to be a technical expert across a variety of technical lines with the ability to provide rapid solutions development. This position will be responsible for the creation of enterprise standards, guidelines and methodologies as it relates to the establishment of mobile, GIS, CRM and BPM systems. The position ensures appropriate compliance with established standards for new applications. The assistant bureau director establishes the application methodology and the project management methods used to ensure high quality applications are developed with high quality standards in an efficient and effective manner.

This position is responsible for the infrastructure service provisioning for Enterprise (state-wide) Collaboration systems including CRM and BPM systems. This position will focus on building productivity systems using Microsoft SharePoint, Lync, BING, Google maps, Dynamics CRM and new Business Process Management tools. This position ensures that Enterprise wide CRM, BPM, GIS, Mobile, and integrated collaboration infrastructure provides maximum value, effectiveness and efficiency for the state.

This position is responsible for budget development and forecasting over this business line within DET.

This position will interact with a wide range of clients and bureau staff, which requires a high level of program application knowledge, IT management and technical expertise.

35% A. Manage the Innovation Program, Staff, and Functions. Provide leadership, management expertise and direction to Bureau staff.

- A1. Plan, direct, manage and evaluate staff and contractors in the group. Monitor and manage staff, contractors and assignments to make sure the group is functioning in an effective and efficient manner. Measure and evaluation of customer satisfaction and Bureau metrics as required.
- A2. Direct the development of the Innovation Center plans to respond to the goals established by the department, division, and bureau. Develop group work plans to establish priority for divisional and agency projects. Develop work plans for each sub-team to assure efficient use of staff resources.
- A3. Establish annual objectives for the group. Analyze resources in terms of overall goals and objectives of the group to ensure proper allocation.
- A4. Organize the resources and activities of the bureau for maximum effectiveness and efficiency in achieving, objectives and strategic plans for the Innovation Center Program.
- A5. Establish workload priorities, assign tasks, and instruct and direct employees in completing their assigned duties.
- A6. Direct the development, implementation, use and improvement of management tools, procedures, and standards including: project management, design and programming practices, documentation standards, user testing and quality assurance procedures, formal estimating techniques, and all other related application life cycle management practices.
- A7. Counsel and motivate staff to improve the quantity and quality of work, including formal performance evaluation and goal setting sessions.
- A8. Develop performance standards to maximize productivity, conduct periodic performance evaluations and recommend training to meet performance standards and for career development. Develop training plans for staff to assure the necessary level of staff competency and backup for major applications.
- A9. Provide for a current and continuing program of research and analysis in information technology and for utilizing the information in planning, developing and maintaining an effective program.
- A10. Recommend/initiate personnel actions (hiring, reclassification, reallocation, competitive promotional examination, etc.) as needed to ensure appropriate and effective allocation of staff resources and compensation of employees.
- A11. Maintain channels of communication with all staff to ensure that employees are informed of division and project objectives, activities, and plans and encourage input from all employees regarding division or project policies and procedures.
- A12. Creation and management of the technology budget for the Innovation Center and Enterprise Collaboration business area.

A13. Provide high quality effective and efficient applications development services for the Enterprise. Establish applications development services technology architecture and standards. Define innovative approaches to applications development methodologies, approaches and technologies which reduce total cost of ownership.

35% B. Manage the Innovation Center activities in support of the department and Enterprise IT business initiatives.

B1. Provide enterprise leadership for standards and methodologies by overseeing inter-divisional and inter-departmental work groups.

B2. Periodically review overall IT support for clients and plans for development.

B3. Administer work plans and schedules, make project assignments, monitor project progress/cost effectiveness and take corrective action as necessary.

B4. Propose and direct project plans, goals and technology project budgets, working with project sponsors and business units to identify the scope, definition and appropriateness of the project(s).

B5. Maintain knowledge of customer's overall strategy and changing business needs in order to develop and maintain a strategic information technology plan which support both current and future needs.

B6. Administer planning reports and project proposals and make recommendations for cost effective business solutions, which includes overseeing cost and feasibility studies, developing project alternatives and recommendations, project scheduling and management, resource requirements, project budget and customer budget impact.

B7. Work closely with the assigned resources to administer data and application architectures to support the department's information systems development methodology.

B8. Work closely with the assigned resources to administer concepts and strategies to integrate the department-wide strategic information technology plan into the development of complex, integrated business systems.

B9. Set developmental and technical directions and priorities consistent with the information technology plan and agency needs; establish appropriate operational priority guidelines and design techniques to avoid priority conflict and to respond promptly to contingencies.

B10. Organize and appoint standing or ad hoc inter-group task forces and committees as required for communication, coordination, technical evaluation, and other purposes

B11. Develop and maintain a current skills inventory for IS staff.

15% C. Develop and review internal policies and procedures on a continuing and periodic basis. Perform special project assignments.

- C1. Review long range plan for the assigned areas of responsibility including the best methods of meeting unit needs and provide alternatives with recommendations as to which is the most cost effective.
- C2. Establish and manage a process for reviewing, updating and implementing updated IT standards, technologies and tools across the state enterprise to ensure consistent, compatible and appropriate use of new technology as it becomes available.
- C3. Develop performance and satisfaction measures.
- C4. Identify, design, implement and monitor process improvement efforts for the Bureau
- C5. Set measure and monitor strategic business goals.

5% D. Conduct complex studies, reviews and assessments or other staff functions as the Administrator may direct.

- D1. Investigates and recommends solutions on a wide range of problems and complaints relating to Division operations and services.
- D2. Investigates feasibility of alternative solutions through studies and reviews.
- D3. Advises Administrator, Deputy Administrator, and Bureau Director of any concerns or potential problems and recommended solutions.
- D4. Coordinates personnel actions as directed by Division Administrator such as reclassification requests, pay adjustments, affirmative action compliance, recruitments, employee assignments, training, etc.
- D5. Anticipate, respond and resolve, in cooperation with other management staff, issues and/or programs in the Department, which require attention, and develop strategies and systems for appropriate and timely resolution of these problems
- D6. Assists in review and evaluation of employee performance evaluations and recommends appropriate action(s) to address any problems or concerns.
- D7. Serves on ad hoc personnel groups or committees on a volunteer basis or as designated by the Bureau Director.

5% E. Maintain technical knowledge and personal / professional development through training, conferences, seminars and reading.

- E1. Represent the Department and State at appropriate user conferences, other local, state and national seminars.
- E2. Keep current on industry trends through trade journals, product bulletins, reference material, Internet and attend appropriate conferences.

- E3. Maintain current knowledge of emerging application development tools and technologies and their possible application to state programs.
- E4. Interact with other staff and clients in a professional manner to maintain a positive working environment.
- E5. Perform all duties assigned in a timely and professional manner.

5% **F. Department of Administration employees strive to meet or exceed the expectations of the public and other customers by providing efficient, high quality state government services. As a Department of Administration employee, develop, refine and demonstrate proficiency in the following core competencies:**

F1. Communicator

- Communicates clearly and concisely in verbal, written and electronic formats. Listens to achieve understanding. Is always professional and courteous.
- Understands that statewide issues and departmental priorities may affect daily work and recognizes the responsibility to be informed. Uses sources of information such as the intranet, on-line newsletter, and department -wide e-mails/bulletins.
- Solicits clarification .on work assignments, check-in points, and deadlines as necessary. Keeps supervisor and other staff informed as appropriate.
- Presents ideas and information at a level of detail appropriate to the audience. Is open to both positive and negative feedback.

F2. Team Player

- Contributes toward making each workday a favorable experience by maintaining a positive attitude, avoiding negativity, and being someone co-workers like to be around.
- Is a willing participant. Shares expertise and acknowledges it in others.
- Works harmoniously as a team member or as a team leader. When conflicts occur, is proactive in discussing possible areas of agreement, communicating rational arguments, suggesting new options that may satisfy the needs of all parties and accepting the decisions.
- Recognizes customer needs and advocates as appropriate for them.

F3. Innovator

- Is open minded, flexible, and responsive to innovations that improve business processes.
- Is creative when bringing common sense solutions to the table for problems or issues that are identified.

- Knows when to take risks and then acts.
- Accepts the possibility of failure and minimizes risk by asking pertinent questions and communicating routinely with supervisor. When failure occurs, recognizes the learning opportunity, applies lessons learned and doesn't quit taking risks.

F4. Learner

- Demonstrates a basic command and a willingness to learn skills important to the success of all employees, including effective time management, interpersonal skills, and appropriate technical expertise.
- Is interested in growth and development and strives to constantly increase and apply knowledge. Stays abreast of changes in field of work.
- Is willing to participate in divisional, cross-divisional, and multi-agency teams and projects. Recognizes the learning opportunities' and value of working with people outside the immediate work area.
- Identifies career goals and related training opportunities and pursues strategies for success.
- ES. Role Model sets examples of honesty, integrity, respect, and humility.
- Displays a positive attitude through respectful, courteous, enthusiastic, and confident interactions with co-workers, customers and supervisors.
- Shows openness, caring, and support for others while listening and responding to their needs and concerns, and respecting privacy and cultural differences.
- Is approachable, uses open/friendly body language, and dresses appropriately for the setting.

F5. Work Ethic

- Demonstrates a strong work ethic encompassing initiative, motivation, commitment, and productivity while encouraging others to do likewise.
- Shows dependability in attendance, being fully engaged in job duties and meeting deadlines.
- Treats customers with respect and responds promptly and positively to their needs.
- Listens with an open mind and is not defensive when performance issues are constructively addressed.
- Makes decisions within the parameters of one's job and authority, and accepts responsibility for those decisions.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of supervisory authority, contract administration, employee performance, merit/compensation, disciplinary process, affirmative action/equal opportunity employment, position classification.
2. Supervisory skills and abilities (e.g., interpersonal skills, performance measurement, making data-driven decisions, training).
3. Leadership skills and abilities (e.g., leading change, strategic planning).
4. Ability to develop and maintain effective working relationships with staff in other divisions/ departments, vendors and a wide variety of customers.
5. Knowledge of information technology and its respective hardware, software, planning, implementation, and troubleshooting.
6. Knowledge of research techniques and resources.
7. Financial skills (e.g., budgeting, working with spreadsheets).
8. Experience in analyzing enterprise business and technology issues in a large corporation or government organization.
9. Strong analysis skills grounded in technology and business planning and management.
10. Ability to learn quickly; synthesize complex information; identify key points and communicate results accurately and effectively.
11. Ability to identify appropriate members and develop effective teams with specific knowledge and skills needed to develop solutions and make recommendations.
12. Ability to influence others and encourage creative and broad thinking to identify solutions.
13. Effective use of consensus building to reach decisions.
14. Ability to establish credibility so decisions and recommendations are adopted.
15. Ability to obtain information and insight even when others are reluctant to share.
16. Resourceful in identifying and obtaining information sources needed to perform responsibilities effectively.
17. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames.
18. Experience working directly with management and understanding management perspective and requirements.
19. Strong oral and written communication skills including the ability to communicate business and technical concepts and information effectively to a wide range of audiences including the public.
20. Strong inter-personal skills including the ability to work independently with high-level government officials, business and IS managers and staff in federal, state and local agencies, and with division and department managers.
21. Knowledge and experience in Applications Development Project Management and methodologies.
22. Knowledge and experience in completing Applications Development Projects at multiple levels.