

Wisconsin Department of Administration  
Division of Enterprise Operations, Bureau of Enterprise Fleet  
IS Business Automation Consultant / Administrator  
Transportation Systems Data Manager  
Position: 087154

### Position Summary

Under general supervision, this position establishes, directs and reviews Enterprise wide business process automation requirements. This position provides service to state agencies thorough out the State of Wisconsin including all two and four year campuses in the University of Wisconsin system. This is an expert level position responsible for policy development and review, developing training materials, and conducting training through workshops and other means. This position provides leadership in workflow mapping, workflow design as well as development of business process improvement initiatives through the use of automated systems. This position works with all levels of agency and campus staff including but not limited to Executive Management, State Transportation Directors, Fleet Managers, Risk Managers, IT Management, and database, security and software development teams. This position establishes and directs the overall process for developing, supporting and overseeing system solutions for the integration and operation of all transportation related data systems including; FleetFocus, the Enterprise Fleet Portal, vendor integration systems related to fuel card, managed maintenance systems and state billing systems.

% Time            Goals and Activities

- 60%    A.        Establish and manage business process automation initiatives including: oversee the direction and development of integrated fleet management systems for agency and campus fleet and risk management. Continually evaluate all related applications and technologies including FleetFocus, the Enterprise Fleet Portal, SQL Server Integration Services (SSIS) and processes related to fuel card, managed maintenance systems and state billing systems. Establish and assess existing and new business requirements, systems usability and value as appropriate. Establish new or modified system requirements and specifications for enhancements or new developments for transportation related applications.
- A1.      Establish new business processes as needs arise. Direct and continually assess all existing transportation related applications in use by all agencies and campuses. Assess value and role of each application in overall state-wide fleet/driver management programs. Identify systems integration opportunities and obstacles. Manage change to all areas where workflow automation would improve processes, efficiencies and service to end users.
  - A2.      Employ SQL Server Integration Services (SSIS) for data extraction, transformation, and loading. Establish, implement and manage integration of fleet, fuel card, managed maintenance and other systems as needed.
  - A3.      Evaluate existing business processes and make recommendations to program management and IT management; establish and manage Enterprise tactical plans to optimize recommendations; serve as primary project lead in the execution of all system/automation initiatives for all statewide transportation related activities.
  - A4.      Manage the daily activity of Developer/Programmer staff related to Fleet and other business units such as Risk Management. Direct development of automated information systems for driver management, motor pool management, billing, budgeting, customer service tracking and reporting.

- A5. Lead state, UW and vendor developers and systems personnel through business requirements gathering processes, establish documentation as necessary.
- A6. Lead state, UW and vendor developers and systems personnel to determine scope of development needs, establish business requirements and communicate to all stakeholders, business units and management staff; represent business rules and business information on IT project teams; manage implementation of releases for system integrity and performance.
- A7. Working cooperatively with the State Bureau of Procurement and other procurement and purchasing authorities, provide specifications for all agency/campus system integration requirements.
- A8. Establish current and required data collection methodologies; develop data capture solutions (using SSIS technology where appropriate) that allow possible automated population of user information to improve productivity.
- A9. Serve as lead systems specialist in workflow design and workflow mapping efforts to develop and implement automated purchasing procedures to create an efficient workflow, reduce paperwork, improve deadlines, streamline justification processes and provide better reporting and system integration.
- A10. Coordinate with Department IT staff to establish and maintain a secure database environment for State of Wisconsin fleet management purposes.
- A11. Manage implementation of Fleet Focus software releases and of new FleetPortal, and related application modifications. Serve as lead project manager between business, development and server teams. Involve vendors where appropriate.
- A12. In cooperation with other IS professionals (when appropriate), evaluate existing business rules and workflow of all transportation related applications; conduct feasibility studies of related workflow interfaces; identify areas where changes in business processes would improve efficiencies.

25% B. Establish, review and modify as needed current policies and procedures for all transportation related applications and technologies at all agencies and campuses throughout the state. Oversee the daily operation of all transportation related applications, staffing of a customer service desk supporting end users as necessary; analyze issues and problems identified by business users and as necessary lead groups to establish business requirements for changes to systems.

- B1. Develop the analysis framework for statewide fleet inventory control and fleet performance measures. Identify required data components, determine what is available and what is missing. Determine how to efficiently capture, store and report on required data. Develop business requirements for routine fleet management reports.
- B2. Maintain an accurate inventory of all state owned fleet vehicles, maintenance activity, fuel consumption and other data and metrics as directed.
- B3. Research current and emerging fleet management policies and practices at the direction of the bureau director.

- B4. Employ advanced software and diagnostic tools such as SQL Server Management Studio to monitor and optimize the performance of transportation related management information systems. As needed employ other advanced software tools such as Visio and MS Access.
- B5. Employ standard desktop software tools such as MS Excel, MS Word and MS PowerPoint to communicate information about automated fleet system capabilities. Lead groups to establish systems performance criteria, e.g., system outages, and report where appropriate.
- B6. Work with the State Bureau of Procurement to establish RFP/RFB language that clearly explains the data requirements for any new/existing vendor.
- B7. In collaboration with management and IT staff, develop timetables and plans for the implementation of new or modified systems. Identify and manage the completion of business tasks to ensure successful implementations.
- B8. Lead teams to develop standard user procedures based on integration of systems; develop user operating procedures, uniform guidelines, data conventions and maintenance procedures.
- B9. Monitor state fleet management systems user's uses of IT to maintain optimum service delivery.
- B10. Serve as the technology liaison between all agencies and campuses for transportation related system issues and projects.
- B11. Staff Enterprise Fleet Customer Service Desk. Verify that the daily operations of business and programs are functioning properly; lead problem resolution with business areas and IT areas when necessary.
- B12. Analyze the impact of legislative and/or policy and procedural changes on the business requirements for transportation and IT systems.
- B13. Propose systems developments or modifications in response to changing business needs. Meet with management to discuss system needs, associated costs, participate in decisions to conduct further study or proceed with changes. Work with State Bureau of Procurement to assure compliance with policy and statute requirements.

- 10% C. Establish, review and modify training materials and conduct training workshops as needed online, over the phone and in person around the State of Wisconsin.
- C1. Establish appropriate training programs and materials related to existing and future developments for use in state wide professional workshops.
  - C2. Establish and modify as needed training materials to assure comprehensive training is available at all times.
  - C3. Conduct beginner, intermediate and advanced professional workshops to provide initial and ongoing training for all users of transportation related systems.
  - C4. Train state fleet management systems users on the appropriate and effective uses of IT

- 5% D. Special Assignments- Provide service to other sections of the Bureau of Enterprise Fleet and other bureaus in the Division of Enterprise Operations. Serve on Department of Administration committees and work groups. Serve on State of Wisconsin, Inter-departmental task forces. Function as lead or primary staff on projects assigned by the Bureau-Director: Perform other transportation related and management activities.
- D1. Represent the bureau of Enterprise Fleet, the division of Enterprise Operations and the Department of Administration at meetings as assigned and assume responsibility for supervisory program assignments that may be made by the Bureau Director.
- D2. Develop work plans for special projects and make assignments to other bureau staff where this position has lead authority.
- D3. Prepare status reports for the Division Administrator, Bureau Director and other stake holders on assigned projects upon request.
- D4. Remain abreast of the latest developments in information technology through attending meetings, formal training, conferences and independent study.
- D5. Work independently, prioritize work demands, utilize resources, organize activities, delegate and monitor progress while keeping supervisor promptly and fully informed of all problems or unusual matters and take prompt and corrective action if where necessary and appropriate.
- D6. Participate in national fleet management organizations to ensure best practices and latest technologies are considered for continued program improvements.
- D7. Cultivate productive working relationships with all state fleet managers and transportation-related vendors.
- D8. Perform other duties as assigned by Bureau Director.

#### Knowledges, Skills, and Abilities

- Knowledge of IT concepts, principles, practices and techniques
- General understanding of the concepts and methods used in software application development methodologies; e.g., System Development Lifecycle (SDLC)
- Knowledge of methods used to develop, implement, deploy, and maintain large, complex data information systems
- Knowledge of IT project management methods; uses and applications of automated project management tools
- Analytical skills with the ability to synthesize information and collect and research data in order to design work flows and procedures
- Ability to facilitate technology adoption and change management
- Knowledge of how to develop training materials, setting educational objectives and selecting appropriate format to meet the objectives
- Strong teamwork skills with the ability to inspire and motivate others to perform well while effectively influencing the actions and opinions of others
- Excellent problem-solving and issue resolution skills
- Excellent oral and written communication skills, including presentation skills
- Ability to vary writing style to meet audience needs, and the ability to present numerical data effectively