Division of Enterprise Technology
Classification Title: Information Technology Manager
Working Title: Deputy Administrator-Enterprise IT Operations / Deputy Chief Information Officer (Deputy CIO)
Type of Employment: FTE

Position Summary

Under the general supervision of the Division Administrator/Chief Information Officer (CIO), the Deputy Administrator-Enterprise IT Operations partners with the CIO and Deputy Administrator-Application Services in establishing the strategic vision, architecture, and direction for enterprise IT. This position serves as a Deputy CIO-Enterprise IT Operations (Deputy CIO-EO) and oversees the development of enterprise technology standards, governance processes and performance metrics to ensure DET delivers value to the enterprise IT community. Besides assisting the Division Administrator with strategic activities, the Deputy CIO-EO is primarily responsible for the technical day to day activities of Enterprise IT Operations teams. The position provides leadership and supervision to the Bureau of Security, Bureau of Technical Architecture, and the Bureau of Infrastructure Support. Responsibilities include ensuring a stable, secure, infrastructure and operational environment to support applications and other services to internal and external customers. This position is instrumental in maintaining a secure IT infrastructure and aligning operational support with Enterprise Services within DET

This position is responsible for coordination with the Deputy Administrator of Application Services to ensure the effective and efficient delivery of DET products and services.

Goals and Worker Activities

30% **A. Leadership and management of DET Enterprise IT Operations programs and functions.**

   A.1. Direct the implementation of plans to achieve goals established by the CIO and Department. Monitor and review the activities of Bureau Directors and other management staff to ensure compliance with the plans and goals.

   A.2. Ensure the effective implementation priorities as determined by the Administrator and governance bodies.

   A.3. Ensure technical architecture direction and standards meet the needs of the enterprise.

   A.4. Manage and optimize infrastructure assets to satisfy internal financial targets and

deliver cost competitive services to DET customers.

A.5. Identify and implement best practices for optimizing infrastructure and operations costs, improving system performance, and ensuring service-level requirements are met.

A.6. Direct oversight, management, measurement & reporting for Enterprise IT Operations projects.

A.7. Ensure the processes managing routine DET Enterprise IT Operations business activities are timely and effective.

A.8. Provide procedural and policy recommendations to Division Administrator for approval in a timely manner to reduce problems and increase efficiency.

A.9. Coordinate activities across the enterprise to accomplish DET goals.

A.10. Direct the development and continued improvement of disaster recovery procedures.

A.11. Direct teams of technical, professional and management staff in the successful fulfillment of DET service delivery commitments.

25% **B. Direction and management of the development and administration of the enterprise technical architecture program**.

B.1. Lead the execution of technology strategy for technology platforms, partnerships, and external relationships.

B.2. Build and manage a strong team and oversee research and development.

B.3. Provide visible leadership for the agency and state within the technology community.

B.4. Anticipate and react to major technology changes to ensure that agency services and infrastructure assets deliver cost competitive services to DET customers.

B.5. Establish technical standards and ensure adherence to them for service offerings, application development and agency operations.

B.6. Oversee the Technical Architecture Review Process and Technical Reference Model.

10% **C. Performance of operational activities for DET Enterprise IT Operations.**

C.1. Perform review & approval of human resources, expenditures, and other administrative activities in accordance with division and department guidelines, escalating issues to the Division Administrator where appropriate.

C.2. Provide guidance concerning the budgeting process and the various information technology funding requests.

C.3. Direct the development of and accuracy of statutorily mandated reports concerning the Department's activities and statewide IT initiatives.

C.4 Monitor and analyze annual audits to ensure that the objectives of pre-audits and post-audits are carried out, and internal control principles are established.

10% **D. Performance of Deputy CIO duties as required.**

D.1. Respond to legislative and public inquires and coordinate the development of press releases as needed or requested in timely manner according to DET and DOA policies and procedures.

D.2. Ensure open lines of communications and effective working relationships between bureaus within the Division; between bureaus and administrator's office; across DOA; and between DET and outside organizations.

D.3. Represent the Division Administrator in their absence with respect to the internal operation of programs, management of resources and administration of department responsibilities as needed.

D.4. Coordinate the Department's participation on inter-agency task forces, including representing the Division Administrator on appropriate task forces.

D.5. Represent the Department before local units of government and private industry to explain and promote services capabilities.

D.6. Coordinate the Department's interaction with the State Budget Office in evaluating agency Information Technology requests.

D.7. Respond in a consistent, positive, and timely manner to audits, legislators' concerns, agency concerns, and to others who may inquire or have specific concerns.

10% **E. Management of DET Enterprise IT Operations unit planning activities.**

E.1. Assess, evaluate and coordinate DET Enterprise IT Operations unit plans, technical architecture direction and standards, budgets, policies, and objectives.

E.2. Manage financial planning, including budget, purchasing, and billing.

E.3. Collaborate with Division leadership on the development of the Division's budget request. Direct, coordinate and review budget requests and recommend revisions as appropriate.

E.4. Review and monitor the operating budget to assure the effective/ efficient utilization of financial, physical and personnel using these resources to assure achievement of division, departmental and legislative policy objectives.

E.5. Formulate innovative programs and management improvements as proposals in the budget process and for the subsequent implementation if approved.

E.6. Raise pertinent questions concerning Division operations and recommends appropriate solutions.

E.7. Initiate and draft for subsequent approval of Administrator new policy decisions, rules, and legislation within the framework of departmental management policies and procedures, and manages these policy decisions, rules, and legislation once implemented.

E.8. Analyze resources in terms of overall goals and objectives of the Division to ensure their proper allocation.

E.9. Direct the development of costing models concerning department operations and statewide funding requests.

E.10. Direct the development of revenue models to support budget and accounting planning.

10%   **F. Supervision of Enterprise IT Operations staff.**

F.1. Develop teams with strong functional skills and technical expertise. Develop strong team leaders.

F.2. Coordinate personnel actions, including routine reviews and approvals, as directed by Division Administrator such as reclassification requests, pay adjustments, affirmative action compliance, recruitments, employee assignments, training, etc. and managing grievances and union requests.

F.3. Assist in review and evaluation of employee performance evaluation and recommends appropriate action(s) to address any problems or concerns.

F.4. Investigate complaints against department employees and other sensitive situations as assigned and recommended solutions to the Division Administrator.

F.5. Monitor compliance with Open Records regulations.

5%   **G. Other duties.**

G.1. Serve on ad hoc groups or committees on a volunteer basis or as designated by Division Administrator.

G.2. Serve on Special assignments as directed by the Division Administrator.

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. Strong ability to develop and maintain effective working relationships with leadership in other divisions/departments, vendors, and a wide variety of customers.

5. Strong ability to clearly communicate with and be responsive to senior executive management.

6. General knowledge of information technology and its respective hardware, software, planning, implementation, and troubleshooting.

7. Experience managing formal audit responses and follow-up activities.

8. Experience managing large programs.

9. Experience in project sponsorship.

10. Knowledge of project management and monitoring methods.

11. Experience in financial management in a large organization.

12. Experience in planning operations and information technology activities in a complex organization.

13. Financial skills (e.g., knowledge of process, budgeting, working with spreadsheets).

14. Strong knowledge of the State budget process.

15. Experience in analyzing enterprise business and technology issues in a large corporation or government organization.

16. Strong analysis skills grounded in technology, business planning and management.

17. Ability to learn quickly; synthesize complex information/identify key points and communicate results accurately and effectively

18. Ability to identify appropriate members and develop effective teams with specific knowledge and skills needed to develop solutions and make recommendations.

19. Ability to influence others and encourage creative and broad thinking to identify solutions.

20. Effective use of consensus building to reach decisions.

21. Ability to establish credibility so decisions and recommendations are adopted.

22. Ability to obtain information and insight even when others are reluctant to share.

23. Resourceful in identifying and obtaining information sources needed to

perform responsibilities effectively.

24. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames.

25. Experience working directly with management and understanding management perspective and requirements.

26. 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.

27. 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.

DIVISION OF ENTERPRISE TECHNOLOGY
Organizational Structure
June 20, 2020

Division Administrator
Trina Zanow, CIO

Executive Staff Assistant
Becky Voysey – 317571 (81-04)

VACANT
Deputy Administrator
Enterprise Operations
012405 (70-01)

Bureau of Policy & Budget
James Sylla, Director & CFO
310210 (70-01)

VACANT
Deputy Administrator
Enterprise Services
038578 (70-01)

Bureau of Security
Bill Nash, Director & CISO
011924 (70-01)

Bureau of Technical Architecture
Gordy Klindt, Director & CTO
033046 (70-01)

Bureau of Infrastructure Support
Terri Oliversen, Director
040633 (70-01)

Business Performance
Christi Daveler, Chief
014980 (70-02)

Policy Office

Budget & Financials

IT Investment Mgmt
Connie Bandt, Chief
318088 (70-02)

Bureau of Business Application Services
VACANT, Director
302414 (70-01)

Bureau of Publishing & Distribution
Joe Patterson, Director
002552 (81-02)

Project Management
Jennifer Przekurat, Chief
008144 (70-02)

Enterprise Architecture & Technical Innovation
Joseph Keuler, Supv.
029214 (70-02)

STAR Program Services
Steve Slawny, Chief
326434 (70-02)

Network & Cloud Services
Lisa Jorgensen, Asst. Dir.
333678 (70-01)

Platform Services
John Ritchie, Asst. Dir.
041588 (70-01)

Rates and Service Management

Asset, Audit, and Compliance

Billing and Support Services

TEACH Administration

DOA IT Director
Kathy Skiera, Asst. Bureau Director
042741 (70-01)

Distribution
Bruce Goodman, Chief
017974 (81-02)

Deputy CISO
Security Audit / Compliance
Patricia Janssen, Chief
309392 (70-02)

Network Access Management
Chris Stotesbery, Chief
333637 (70-02)

DataBase/Data Communications
Sue Munro, Chief
007177 (70-02)

Client Engineering
Cory Wiedenhoeft, Chief
027343 (70-02)

Collaboration Solutions
Joe Cruz, Chief
300147 (70-02)

Publishing
Todd Westphal, Chief
039169 (81-02)

Network Security
Thomas Bessey, Supv.
514271 (70-02)

Identity Management

Oracle

SQL

Desktop Support

Technical Team

SharePoint Team

Bureau of DA IT
Laura Radke, Director
325286 (70-01)

Security Operations
Lois Barker, Supv.
333651 (70-02)

Network & Data Center Operations
Marguerite Seamonson, Chief
011108 (70-02)

Enterprise Service Desk
Catherine Durkin-Herrin, Chief
335543 (70-02)

Mainframe Systems Services
Craig Collins, Chief
333635 (70-02)

Mainframe Infra Services
VACANT, Supv.
333663 (70-02)

DSPS Technology Services
Bachan Dhakhwa, Chief
309754 (70-02)

Tools Team

Publishing
Timothy Garant, Supervisor
023220 (81-04)

.Net Team

DA IT Systems
Brenda Ray, Chief
303937 (70-02)

Data Center Ops

WAN/Data Center Network

LAN/WAN
Lon Sherman, Supv.
034469 (70-02)

Mainframe Operations
Sara Carlson, Supv
310268 (70-02)

Application Hosting
David Edwards, Chief
333634 (70-02)

Project Mgmt/ Database Team

.NET Team

Salesforce Team

Dynamics Team

Development

Cloud Services
Steve Henning, Supv.
333664 (70-02)

Converged & Cloud Provisioning Services
Srini Gadi, Chief
333638 (70-02)

Web Platform Services
Lisa Epple, Supv.
311590 (70-02)

Collaboration Services
Jordan Schwieso, Supv.
038539 (70-02)

Financial Solutions
Rodrigo Gonzalez, Supv.
333636 (70-02)

Database

Business Analysts

OCI Technology Services
Bonnie Tiedt, Chief
335540 (70-02)

Partnered Solutions
Denise Hawley, Supv.
034028 (70-02)

App Dev & Support

Business Intelligence

Database

Business Analysis / Project Mgmt

Help Desk/Desktop Support