Position #015841
IS Enterprise Systems Development Services – Consultant/Administrator
Division of Enterprise Technology - Bureau of Business Application Services
Desktop Support & DOA Help Desk

#14. POSITION SUMMARY

Under the general supervision of the Financial Solutions Supervisor, in the Division of Enterprise Technology (DET), this position is responsible to provide an advanced level of technical expertise for planning, development, implementation and administration of applications and support services for financial operations. This includes the research, standardization, deployment, administration, and support of all relative tools associated with a particular application, customer or client.

This includes analyzing, designing, planning, and building state of the art applications, tracking emerging technologies, researching new products, and planning for future systems on a proactive basis for internal and enterprise-wide applications.

This Technical Lead position is responsible for the research, standards, methodologies, development, testing, documentation, installation, maintenance and administration of the State's Checkwriting System. The project and technical leader is responsible for working with State Agency and DOA Division customers to provide solutions which involve both automating new business processes and supplying technical solutions to solve the entire business problem. This technical lead position functions as a project manager for major Checkwriting projects. The incumbent is responsible for assignments from routine to very complex system leadership in which all assignments are performed with minimal supervision, including:

- The State's Checkwriting System controls the State's checkwriting. There are currently 35 applications supporting multiple agencies. Approximately 2 million checks and 5.2 million ACH transactions are produced by the State on an annual basis. This involves development coordination with the State Agencies, the State Controller's Office, and the DOA Print Center.
- The sole support for these checkwriting applications is located here in DOA. Checkwriting is currently supported through AFP technology.
- State Bank Reconciliation and associated Canceled Draft system which controls the checks and ACH payments for the state's disbursement activity.
- State Cash Management Applications. These fifteen applications are used by the Treasury team in the State Controller's Office to manage that State's cash. Technically, these systems are distributed using Visual Basic, MS-Access, and SQL.

This position requires interaction with many statewide users and involves other major department systems. These systems involve interacting with other large statewide systems, which function within the Division of Executive Budget and Finance and always involve data processing systems and databases of multi-agency users' systems. The incumbent develops recommendations for major enhancements to the State Financial Systems and presents them to DET Management and users. This position functions as a liaison to the State Finance staff to assure system support activities are meeting user's goals and objectives.

This position is responsible for the daily functioning and operation of the Checkwriting related systems as well as new development and enhancements. Project Management, leadership, and direction are provided to the data processing and end user personnel working on these systems. Highly complex user requirements and procedures as well as data processing requirements and procedures must be understood by this position to manage the successful completion and continued operations of this major state-wide system.

#15. GOALS and WORKER ACTIVITIES

Time %		Goals and Worker Activities
45%	**A.**	**Project Leadership, definition and design for major system processing and reporting requirements for the State Checkwriting System.**
	A1.	Serve as the Project Leader to design and coordinate the development activities for the individual checkwriting applications in the State Checkwriting System.
	A2.	Identify requirements and develop overall technical documentation necessary to support these applications.
	A3.	Advise and consult with members of the State Controller's Office concerning checkwriting enhancements and to determine planning requirements and conduct feasibility studies of design alternatives. Develop recommendations for enhancements and present them to DET management.
	A4.	Advise and consult with members of the DOA Print Center concerning checkwriting enhancements and to determine planning requirements and conduct feasibility studies of design alternatives. Develop recommendations for enhancements and present them to DET management.
	A5.	Advise and consult with state agencies providing direction, guidance, and consultation for developing specifications for check design and printing options.
	A6.	Analyze proposal alternatives with detail design specifications for completing data processing objectives as requested by the state agencies and coordinate the data processing effort with each proposal utilizing the most cost effective alternatives.
	A7.	Advise and consult with the State Controller's Office regarding internal control and security of the checkwriting process.
	A8.	Serve as the key technical contact and primary technical authority for the State Checkwriting System.
	A9.	Provide overall leadership to other staff members and ensure that their efforts are consistent with the overall project objectives and follow overall DET standards and procedures.
35%	**B.**	**Perform complex programming tasks in support of the State Checkwriting System and other State Financial Systems.**
	B1.	Lead, design and coordinate the development activities for the Application Solutions Section which includes all statewide users and their processing requirements.
	B2.	Perform advanced computer programming and systems analysis for proposed changes, revisions, and problem areas associated with supported applications.
	B3.	Provide for user documentation which will include the user training in the overall operation of the system.

B4. Investigate any problems that may occur in the development and installation of programs for processing applications in the Application Solutions Section.

B5. Conduct systems testing with other analyst/programmers to assure that computer programs and procedures are in compliance with program specification, verifying program completeness and accuracy as compared to the overall project objectives.

B6. Develop adequate systems and programming documentation to meet DET standards. This includes system flow charts, program specifications, data base field definitions and overall hardware and software requirements.

B7. Satisfy one-time reporting requests from staff people and user agencies.

B8. Interact with other DET staff and clients in a professional manner to maintain a positive working environment.

5% C. Assist with technical support activities for Application Solutions Section applications.

C1. Provide systems analyst/programmer support in evaluating proposed changes, revisions, and problem areas.

C2. Advise and consult with staff people in the State Controller's Office and users from other State Agencies concerning proposed system modifications or problems with current processing and/or reporting.

C3. Revise computer program or procedure documentation to satisfy technical requirements and to meet the DET system documentation standards.

C4. Prepare program or procedure documentation to satisfy operational requirements of the DOA Computer Operations Center.

C5. Observe sign-off procedures with customers and management to ensure that user and management understanding has been obtained and satisfied.

5% D. Provide consultation and expertise in the design and refinement of agency AFP Applications.

D1. Advise and consult with state agencies providing direction, guidance, and consultation for developing AFP applications.

D2. Advise and consult with state agencies providing direction, guidance, and consultation for maintaining AFP applications.

D3. Conduct evaluations of hardware and software for possible purchase and use with AFP technology.

5% E Provide leadership in the development of good customer relations.

E1. Develop and manage relationships with key customer representatives in each of the divisions and with partner agencies.

E2. Communicate with customers in such a way as to enhance the perception of your helpfulness and professionalism, keeping in mind that what is said may be the basis for subsequent discussions at higher levels in both the customer's organization and DET.

E3. Develop and maintain coordination and problem resolution with other areas within DET to ensure responsive service to customers.

E4. Provide consulting and support services to the department and agency partners.

E5. Demonstrate excellent analysis, collaboration, and communication skills.

5% **F. Provide incidental consulting and support.**

F1. Satisfy all required time reporting and project reporting requirements.

F2. Attend user meetings with State Finance staff and prepare reports or minutes of decisions or agreements made at such meetings back to the Unit Supervisor.

F3. Propose software and/or hardware solutions to implement proposed application right-sizing or client server technology.

F4. Function as a backup to peers involved in development, modification, and operation of systems utilizing a wide variety of software and hardware.

F5. Attend training sessions and vendor demonstrations concerning hardware, software and techniques with possible applications for use within the assigned Divisions.

F6. Conduct evaluations of hardware and software for possible purchase and use within the Finance Division.

F7. Provide systems maintenance services when operational failures occur.

F8. Perform all duties assigned, either by the Unit Supervisor or by his/her delegate, in a timely and professional manner.

F9. Support the Department's Affirmative Action Policy.

Knowledge, Skills and Abilities

General

1. Knowledge of financial applications
2. Knowledge of government accounting and financial reporting
3. Proven ability to adhere to policies, procedures, and standards in system design and specification, program development, documentation, planning and status reporting
4. Proven ability to interact with peers and business customers both internal and external to the agency
5. Experience in analyzing enterprise business and technology issues in a large corporation or government organization.
6. Strong analysis skills grounded in technology and business planning and management.
7. Effective use of consensus building to reach decisions.
8. Solid understanding of good programming and design practices
9. Ability to learn quickly; synthesize complex information; identify key points and communicate results accurately and effectively.
10. Resourceful in identifying and obtaining information sources needed to perform responsibilities effectively.
11. Ability to work independently and exercise appropriate discretion with a minimum of supervision and produce effective, acceptable results within short time frames in a collaborative environment.
12. 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.
13. Strong inter-personal skills including the ability to work independently with business and IS managers and staff in federal, state and local agencies, and with division and department managers or staff.
14. Proven ability to communicate complex concepts orally; ability to prepare written reports that are clear, concise and meaningful.
15. Strong analytical skills and passion for solving challenging problems.
16. Strong debugging and troubleshooting skills
17. Leadership and Team-Building abilities.
18. Signficant knowledge of Mainframe Operating Systems, TSO, JCL, FileAid and Utilities
19. General knowledge of DET's MVS mainframe operating system and major subsystems.
20. Experience with AFP Technologies
21. Experience with COBOL programming
22. Experience with mainframe file structures
23. Comprehensive knowledge of systems analysis and consulting techniques includes hardware and software.
24. Comprehensive knowledge of information processing concepts, terminology, and their application
25. Thorough knowledge of structured programming techniques
26. Knowledge of testing techniques
27. Thorough knowledge of relational database concepts, data entity/relationship modeling, and database schema design
28. Knowledge of enterprise reporting requirements and design and implementation of reports
29. Advanced knowledge of SAS programming language for mainframe reporting and data manipulation
30. Knowledge of standard office tools such as Access, Word, Excel, PowerPoint, and Visio