Advanced-Level PeopleSoft Developer
IS Enterprise Systems Development Services -- Specialist
Department of Administration – STAR Program Office

Position Summary

The STAR Program Office provides statewide information technology services utilizing a combination of both State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the general supervision of the Development Section Chief and team leads in the STAR Program Office, this position manages activities for and performs complex product development and maintenance for State of Wisconsin's ERP Systems, specifically, PeopleSoft Financials, Human Resources, and Supply Chain Management systems. This position is an agency technical expert or can transition to be the expert in PeopleSoft suite of development products.

Key Responsibilities:

- Support the State of Wisconsin's ERP system through:
    - the expertise of the application development process. This includes the analysis, design, build, test, implementation and support of reports, interfaces, conversions, and extensions.
    - the leadership of ongoing support and maintenance of systems upgrades and updates.
    - acting as a liaison between business and technical teams.
    - ensuring the Application Integration & Development process is managed properly to achieve the overall business goals.
    - managing the definition and implementation of the solution ensuring both the business and technical requirements are met.
    - developing solution and plan alternatives to meet the requirements of incoming data requests.
    - understanding the various tools and technologies that are needed to support the State of Wisconsin's ERP system. As a result, this position requires advanced working knowledge of systems analysis and design, data modeling, software development life cycle, and Agile practices.
- Ensure the Development Section process, standards and structures are implemented, adhered to and improved upon.
- Planning and direction for the implementation and operation of statewide and internal systems.
- Mentors and trains team members

The systems that the incumbent is responsible for are critical to the Department of Administration and the State of Wisconsin mission, with widespread impacts throughout state and local government and affect the private sectors. The incumbent's expertise and leadership are essential for the maintenance, support, and continuing operations of these systems.

Goals and Worker Activities:

50% A. Develop, enhance, and maintain new and existing systems in PeopleSoft technology suite.

A1. Develop and maintain web-based applications using the PeopleSoft suite of development products.

A2. Participate in the analysis of customer business requirements. Assist in the formulation, justification, and development of design alternatives.

A3. Develop technical designs including specifications and test plans for new functionality and/or changes to existing programs, modules, and other procedures needed to support a given set of requirements.

A4. Design data structures to support the data and processing requirements of a system and define their relationships with existing databases according to STAR Program Office development standards.

A5. Develop technical conversion plans for the one-time startup of re-engineered or redesigned processes and data structures.

A6. Design and develop generalized components and modules to support interfaces and integrated applications to the primary software system.

A7. Determine the potential impact of new modules, components, and/or vendor upgrades on primary software systems.

A8. Performance tune new applications and/or enhancements to existing systems.

A9. Lead and/or participate in technical design walkthroughs in order to ensure compliance with business requirements and technical soundness.

A10. Implement new and modified programs and other procedures in a production environment utilizing standard processes for moving objects to the production environment.

A11. Develop and update documentation for customers, other applications development staff, Enterprise Service Desk and customers.

A12. Adhere to secure coding practices and assist in resolving identified software vulnerabilities to maintain strict cyber hygiene across the ERP platform.

25% B. Support Production Systems through troubleshooting, development, upgrades, monitoring and training.

B1. Provide support and response to problems reported by the customer, STAR production support groups, technologists, or the Enterprise Service Desk. Be available on call or standby, as necessary, to respond to production problems.

B2. Use vendor provided administration tools and troubleshooting facilities for troubleshooting production problems and debugging the software. Understand vendor upgrade tools and procedures to assist in the application of major upgrade releases.

B3. Complete installations, changes, or upgrades of production systems by deadlines, and assure that new systems or changes/upgrades are successfully implemented. Follow-up with customers to determine if production results are correct.

B4. Assist in the monitoring of production system/program performance and recommend new system/program development or system tuning to satisfy new customer information requirements and/or to reduce costs.

B5. Develop and train other staff to support systems, procedures, and processes.

B6. Work with other areas of STAR Program Office and DET STAR Program Services regarding the operation and support of production systems, including batch job scheduling, distribution of output, and application recovery processes.

B7. Prepare, update, and review production system documentation with customers and operational support staff.

15% C. Perform project management related tasks.

C1. Assist team leads in researching the customer's operation and business needs/problems by participating in meetings and reviewing relevant documentation.

C2. Assist the team leads in responding quickly and accurately to customer requests for production system information, or ad hoc reports and data extracts.

C3. Assist with the development of project plans that include tasks to be performed, task estimates, and targeted completion dates.

C4. Start to acquire and maintain working knowledge of best practices around Software Delivery Life Cycle, project management and Agile project management.

C5. Provide incidental consulting and support.

10% D. Engage in professional development & process improvement tasks.

D1. Identify and propose improvements to processes, procedures and standards for work teams, group, department and division.

D2. Share knowledge with other STAR Program Office staff and aid in areas of personal expertise. Train and coach new as well as lower-level staff.

D3. Participate in special assignments, activities and programs sponsored by the group, department or division.

D4. Improve IT technical skills via appropriate professional development activities, techniques, procedures and methods through self-study and attending conferences, seminars and workshops.

D5. Perform all duties assigned, either by the unit supervisor or by his/her delegate, in a timely and professional manner.

Knowledge, Skills, and Abilities

1. Advanced understanding of the State of Wisconsin's ERP system, and functional aspects of the system software to support the ongoing extension, troubleshooting, debugging, and customization of the system.
2. Advanced understanding and use of PeopleTools technology framework and development products, Fluid UI and latest configurable tools.
3. Understanding of secure software development lifecycles (SDLC) and DevSecOps principles, including secure coding, authentication, and vulnerability remediation.
4. Proven ability to adhere to policies, procedures, and standards in system design and specifications, program development, documentation, planning and status reporting.
5. Experience with object-oriented analysis/design/development techniques.
6. Application of project management best practices.
7. Excellent problem-solving skills.
8. Ability to lead a group of team members on medium to large projects.
9. Advanced knowledge of Agile methodology.
10. Strong knowledge of one of the following PeopleSoft applications: Financials, HCM, or Supply Chain Management.
11. Knowledge of client/server architectures, including 2-tier and n-tier.
12. Excellent oral and written communication skills.
13. Continually learn new skills and development techniques to help support the State's ERP system.