IT Product Manager
IS Business Automation Specialist

Position Summary

Under the general supervision of IT management in the Division of Enterprise Technology (DET), this position manages difficult and complex projects and supports activities for development and maintenance of Wisconsin citizen facing portals, content management, and departmental systems on multiple platforms. These systems provide vital information to agency staff as well as the public and other professional groups. This position also provides product management and business/systems analysis services to the Office of the Commissioner of Insurance (OCI).

This position is on the Office of the Commissioner of Insurance (OCI) Technology Services team and is responsible for the OCI Division of Financial Regulation business area and their systems plus other systems as assigned. Applications responsible for include: Content Management (OnBase and Alfresco), Premium Tax, Financial Filing Portal, Financial Database, AccessGov, and the Fund systems. This position will also provide coverage backup to other IT Product Managers and supervisor.

Key Responsibilities:
- Participate in short- and long-range strategic automation planning for OCI.
- Assist with the support of OCI through the enterprise application development process including the definition and design of specifications for the interfaces, data conversions, reports, dashboards etc.
- Act as a coordinator to help facilitate, plan, and problem solver to meet agency strategic objectives.
- Elicit actual needs of stakeholders, not simply their expressed desires.
- Align the needs of business units with information technology.
- Serve as liaison between business and technical teams.
- Assist with the definition and implementation of the Solution Architecture ensuring both the business and technical requirements are met.
- Perform business analysis and reengineering activities for both existing business functions/applications and new IT Modernization and business process improvement initiatives proposed by Section customers.
- Support effort to ensure the Application Integration & Development process is managed properly to achieve the overall business goals.
- Support the effort to ensure the proper status reporting process, structures, and scorecards are defined and implemented.
- Support the implementation and operation of statewide and internal systems.
- Support product development, implementation, and vendor management activities to ensure the quality and timeliness of deliverables.
- Support for enhancements and ongoing maintenance of third party and custom applications.

This position requires experience and/or advanced knowledge of IT project management, business systems analysis and design, product leadership, data integration, content management, vendor management of IT consulting and cloud services, and knowledge of leadership techniques. The majority of work assignments are difficult and complex requiring a high degree of customer interaction.

The systems that the incumbent is responsible for are critical to the mission of the agency and, as such, have widespread impact throughout state and local government and affect the private sector, as well.

Describe the Goals and Worker Activities of this position:

TIME%   GOALS AND WORKER ACTIVITIES

35%   A.   Support and perform project management and administrative activities for business applications.

       A1.   Assist with the development of Solution Architecture Proposals, Statements of Work, and Project Control Reviews, and small agencies requesting consulting services.

       A2.   Work with customers to help assess the scope and objectives, return on investment (ROI), risk, and budget for IS application efforts. Coordinate with other IT professionals to determine application feasibility from technical perspectives.

A3.   Lead small scale projects, develop project plans, identify project resources, establish proper project controls and ensure project schedules are maintained.

A4.   Assist in the development of roadmaps, product version schedules and work plans. Help analyze cost-benefit for design options and alternatives for each business requirement.

A5.   Draft the project implementation plans, which include project resources estimates vs. actual expenditure and target dates for peers and manager review.

A6.   Establish project objectives and work with others to evaluate alternative approaches and their related risks.

A7.   Assist in the coordination of all development and modification activities among project team members using techniques like flowcharts and structured walk-throughs, to ensure the quality design of the application and its components.

A8.   Assist with obtaining concurrence on system design specifications between user and DET management staff.

A9.   Provide oral and written project status reports to management.

30%   B.   Lead small scale project teams and business analysis activities to develop and support state-of-the-art, dynamic Cloud and on-premise web-based applications, content management, and data integration solutions.

B1.   Identify implications of technical advances in the industry as they pertain to the department. Help to evaluate, recommend, and integrate new technologies into the department IT systems.

B2.   Evaluate related cloud software, and consulting services. Work with peers and management to prepare reports and presentations recommending the most appropriate products and services for the department.

B3.   Perform business and system analysis, as well as consulting with, assisting, and instructing functional users in the use of Web based applications.

B4.   Coordinate the development and proposal of conceptual design solutions. Define application functionality, data requirements, business rules and application flow for peer and business review.

B5.   Follow Agile Methodology prototyping solutions to define and refine business requirements.

B6.   Help to define, research, and select the tools, techniques, standards and methodologies to be used in enterprise application development activities and provide day to day leadership to team members.

B7.   Assist customers in the identification and resolution of IT needs. Coordinate the research of alternate solutions to business needs seeking input from the team, including vendors.

B8.   Assist in developing standards and procedures and advise department staff and customers on the usage and maintenance of Agency and Enterprise based application data.

B9.   Provide related business and technical briefings as well as training to staff and management.

B10.   Help to ensure administration of the Agency and Enterprise solutions are configured and maintained in accordance with department and state standards.

15%   C.   Provide IT Client Services and Support.

C1.   Work with business customer management to identify and keep up with changing business needs, including the appropriate and effective use of IT to improve service delivery, and how technology plans can be shaped to address new business demands.

C2. Advise and consult with customers, technical areas within DET, and other impacted users or State Agencies concerning proposed application modifications or problems with current processing and/or reporting with the oversight of leadership/

C3. Monitor daily business operations, incident tickets, and requests to assist the customer in problem resolution or response, and document/recommend improvements for changes needed to address issues.

C4. Assist in impact analysis and estimation for legislative and/or policy and procedural changes relating to business requirements for IT systems.

C5. Help represent the business area and/or coordinate their involvement in development of IT policies, procedures, and standards that impact them, and assist them in the implementation of such policies and procedures.

C6. Coordinate the development of user manual preparation and training.

C7. Develop software testing plans and conduct software tests from components to entire systems.

C8. Monitor customer reactions to the service provided and make improvement recommendations to management.

C9. Help to develop performance goals and monitoring for new applications, coordinating with the customer and management.

15%   D.   Provide leadership in the development of a quality customer experience.

D1. Develop and effectively manage relationships with key customer representatives, demonstrating excellence in communication, collaboration, and support.

D2. Apply the DET Employee Core Competencies in all actions; interact with other DET staff and business customers in a professional manner, and maintain a positive, courteous, and open working environment.

D3. Treat every customer interaction, whether in person, by phone, or via e-mail/written communication, as an opportunity to excel in the application of the INSPIRE Customer Experience model.

D4. Develop and maintain coordination and problem resolution with other areas within DET to ensure responsive service to customers.

D5. Provide consulting and support services to the department and agency partners.

D6. Demonstrate excellent analysis, collaboration, and communication skills.

5%   E.   Participate in employee development programs and other general activities.

E1. Maintain awareness of new technology and automation capabilities that can be applied to address business need through ongoing review of trade, technical and/or vendor publications, and attendance at vendor demonstrations or seminars.

E2. Attend business analysis training and seminars/webinars to maintain credentials and keep up with relevant developments in the BA field.

E3. Participate in meetings, facilitated sessions, and other learning opportunities with Section customers and/or IT development team peers as a means of continuous knowledge enhancement.

E4. Actively plan for and pursue personal training appropriate for career development and personal growth.

E5. Perform all duties assigned by your supervisor in a timely and professional manner.

E6.   Participate in bureau, division, and department initiatives and committees, and contribute input and feedback to assist in successful implementation of change.

E7.   Demonstrate diversity and inclusion with all IT staff and customers, creating a working environment that demonstrates respect for everyone.

E8.   Assist management by participation in augmentation, steering, and advisory committees.

Knowledge, Skills and Abilities

Technical
1. Advanced general knowledge of enterprise software such as portal, line of business applications such as insurance regulation, policy administration, claims, CRM, content management and workflow (e.g. OnBase), or others.
2. Knowledgeable development skills using Java based technologies such as Node.js/Vue.js, AngularJS, JQuery, Java, Java Script, JSP, HTML/CSS, Spring Framework, Hibernate, SOAP and REST web services.
3. Advanced general knowledge with Communication tools such as SharePoint, Microsoft Teams, Boards and Dashboards, or others
4. Advanced knowledge of Business Analysis techniques such as requirements elicitation, requirements management, process design, product management, and facilitation.
5. Ability to work with Azure DevOps, Jira, or similar Scrum or Kanban agile development processes and tools.
6. Extensive knowledge of code repository and build management processes and tools (e.g. Git)
7. Advanced knowledge of system integration testing using test plans, test suites and test cases using tools such as Azure DevOps, Zephyr, or TestRail.
8. Advanced knowledge of data integration and data analysis, including Service Oriented Architecture (SOA), Enterprise Service Bus (ESB), SQL, Business Intelligence, or other similar development patterns or tools.
9. ITIL Certification preferred (not required) or equivalent IT Service Management experience.

General
10. Ability to lead IT projects.
11. Proven ability to build and lead Agile high-performance teams.
12. Knowledge of Vendor management IT consulting and/or cloud services.
13. Ability to coordinate enterprise business and technology issues to resolution.
14. Strong analysis skills grounded in technology and business planning and management.
15. Effective use of consensus building to reach decisions.
16. Solid understanding of design practices.
17. Ability to work with little oversight in collaborative team effort.
18. Ability to learn quickly; synthesize complex information; identify key points and communicate results accurately and effectively.
19. Resourceful in identifying and obtaining information sources needed to perform responsibilities effectively.
20. 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.
21. Proven ability to communicate complex concepts orally; ability to prepare written reports that are clear, concise, and meaningful.
22. Team-Building abilities.