

Department of Tourism
Wisconsin Arts Board
Classification: IS Resource Support-Technician Senior

POSITION SUMMARY

Under the general supervision of the Assistant Director of the Arts Board, this position is responsible for the Arts Board's database collection systems and serves as 1st level IT support and liaison for agency information technology systems (software and hardware). Responsibilities include the development of training and procedures to standardize input and processing of agency data; coordination of the web-based grant application system, and award process in relation to the grant cycle calendar utilizing research methods and evaluation techniques; participation in relevant computer work groups, training sessions, informational resource workshops and other professional activities. This position is currently also responsible for much of the agency's accounting and procurement duties.

- 30% A. Responsible for the agency data collection systems (Pearl and SmartSimple), 1st level IT support and liaison for agency information technology systems.**
- A1. Organize agency data using a custom Microsoft Access database program (Pearl) and an online grants management system and database. Define, maintain and document data structures. Maintain agency database and incorporate system additions and modifications as required by agency needs.
 - A2. Maintain and archive data as needed for the proper functioning of the information management systems; maintain agency's mailing/contacts list. Implement applications and procedures to modify, output, analyze, format, or transfer data between software programs. Create queries to automate the production of word processing and spreadsheet files derived from database information.
 - A3. Develop procedures to standardize the input and processing of agency data. Oversee the timely, accurate processing of data. Enter relevant information and ensure that the data collection coding techniques and output meet the National Standard for the Arts Information Exchange.
 - A4. Diagnose database system problems. Serve as liaison with vendor support services for database software problem resolution. Coordinate and provide for maintenance service as appropriate when database software service is needed.
 - A5. Prepare reports from database to comply with state, regional and federal requirements, as grants are completed, including final descriptive reports to the National Endowment for the Arts and the National Assembly of State Arts Agencies by due dates.
 - A6. Work with staff to coordinate a system to review grantee final reports to determine satisfactory completion of grant activities, including retrieval of data for staff, panel and board use. Assure grantee information is entered correctly.
 - A7. Maintain a business recovery plan, in conjunction with Department of Tourism staff. Monitor agency network, software and hardware problems. Backup critical agency data as needed. Respond to staff as software and hardware problems occur.
 - A8. Analyze agency information technology needs, research and solicit bids for the purchase of computer and IT equipment.

- A9. Respond to requests from the public for data from agency database, as appropriate. In coordination with relevant staff, prepare data requested and deliver it in a manner suitable to the party making request. Clearly explain limitations of our database to those making data requests.

45% B. Online grant application support, customer support and award processing.

- B1. Coordinate with Assistant Director the development of the grant cycle calendar, as set by the Assistant Director.
- B2. Monitor online grants management system registrations to avoid duplicates and insure proper data format per WAB database standards. Communicate with applicants when there are problems with registrations.
- B3. Provide technical support to applicants as needed. If unable to resolve applicant technical problems, act as liaison with the online grants management system developer's technical staff.
- B4. Coordinate the processing of grant applications and awards: download data from the grants management system and create or modify queries to facilitate importing data to agency database, manually enter applications into the grants management system that cannot be imported. Create the grant file records for materials submitted.
- B5. Work closely with grants management system provider as problems arise to ensure the accurate assimilation of grant data into database.
- B6. Review applications for adherence to guidelines and completeness of data. Identify problems and/or questions. Review with Assistant Director.
- B7. Monitor applicants' filing of final reports, send email notices concerning delinquent final reports per schedule, notify program staff and file.
- B8. Evaluate current procedures and develop recommendations for changes in the applications and grants process to the Assistant Director.
- B9. Generate and mail Assembly and Senate notification emails prior to sending emails/contracts to grantees, at the discretion of the Executive Director.
- B10. Generate and coordinate the award/denial email notifications and required materials and send to constituents after Board approval. Update grant files in the agency's network (S:) drive.

10% C. Coordinate the agency's work with people with disabilities as the staff Access Coordinator.

- C1. Attend the annual Leadership Exchange in Arts and Disability (LEAD) conference; share the information gained there with the WAB Access Committee, staff, and other partners as appropriate
- C2. Provide technical assistance in working with people with disabilities to constituents.
- C3. Represent the agency at events focusing on arts and accessibility.
- C4. Prepare recommendations for programming, technical assistance opportunities, and grants related to access issues.

15% D. Provision of administrative support to board and agency.

- D1. Participate on Department of Tourism's Tech Team.
- D2. Attend professional training sessions appropriate to job responsibilities. Review trade and vendor publications as needed to maintain expertise in available products and technologies.
- D3. Manage and maintain the Wisconsin Arts News distribution list (via Lyris) – and the lists for other e-publications as appropriate. Approve and moderate as well as add/delete subscribers to the lists.
- D4. Analyze, code and process payments for grants, non-state employee reimbursement claims, contracts and all agency operating expenses for pre-audit approval by DOA.
- D5. Collect W-9 and related STAR information and forward to DOA.
- D6. Provide administrative support to peer panel process.
- D7. Provide reports for board meetings as requested.
- D8. Assist in proper inventory of technical office equipment. Purchase equipment using appropriate procurement procedures.
- D9. With Public Relations and Logistics Specialist, manage periodic updates to the Arts Board's web site.
- D10. Other duties as requested by the Assistant and Executive Director.

SKILLS, KNOWLEDGE AND ABILITIES REQUIRED

- 1. Strong knowledge of Microsoft Office software products, especially Access, to monitor, analyze and communicate information.
- 2. Familiarity managing a database system/working with databases – especially Access.
- 3. Ability to prepare and maintain records and reports for the agency's effective administration of funding.
- 4. Ability to manage time and prioritize projects within established deadlines and handle multiple tasks simultaneously.
- 5. Ability to work effectively and positively with a team of other staff members as needed.
- 6. Excellent customer service, interpersonal, and oral and written communication skills.
- 7. Ability to work with and establish and maintain relationships with a variety of individuals at different organizational levels and different government levels (local, state and federal).
- 8. Ability to provide technical assistance and training to local arts and other nonprofit organizations.
- 9. Experience with procurement and payment processing, or ability to learn these processes as managed by the WI Department of Administration.
- 10. Familiarity with the State of WI's STAR system is a plus.
- 11. Physical ability to type at a keyboard and view a monitor for extended periods of time.
- 12. Knowledge and appreciation of the arts.