

Position Description

IS Enterprise Technical Services Senior / Application Hosting Tools Position Summary

The Division of Enterprise Technology 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 across a diverse state agency customer base. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, , schools, universities, libraries, and citizens.

Under the general review of the Application Hosting Tools Section Chief and Web Platform Services Supervisor, this position is primarily responsible for the support of middleware platforms, both on premise and cloud environments. DET's focus is primarily on .NET and Java based applications today, with the expectation that additional frameworks will be added in the future. An example of applications currently supported include the Enterprise Resource Planning System, which is based on the Oracle Peoplesoft platform, and includes the Oracle Exalogic hardware. Responsibilities for the support of these systems includes the maintenance and configuration of hardware and software; deployments for applications; implementation of security policies associated with the tools; and additional troubleshooting support.

This position provides customer service and consulting support across a broad array of services and participates in projects through implementation and completion. To be successful in this role, the incumbent must stay informed about current and emerging technologies to implement innovative solutions with an enterprise perspective designed to meet the business needs of the division's customers.

A strong understanding of customer service and excellent communication skills are critical. This position is part of an agile team in a fast-paced environment and will frequently work with technical and non-technical staff as well as DET management on design strategy and business priorities. This position is accountable for the quality of service provided to state agencies and other partners.

Goals and Worker Activities

10% A. Demonstrate strong customer service, team, communication, and interpersonal skills.

- A1. Communicate and respond to customer inquiries, incidents, and requests daily to ensure high levels of customer satisfaction.
- A2. Develop project goals, plans and solutions that are in line with team, department, and customer initiatives.
- A3. Provide strategic and tactical assistance in the development of performance metrics for supported platforms.
- A4. Develop and maintain internal and external professional relationships that meet the organization's core values and proactively establish and maintain effective working team relationships with all customer and support areas.
- A5. Maintain constant lines of written and oral communication with team members, management, and customers and keep apprised of status, milestones, and completion dates.

10% B. Develop and follow IT service management best practices to ensure the quality of services delivered to partners.

- B1. Actively participate in the development, documentation and implementation of IT service management best practices to ensure the quality of services delivered to customers and partners.
- B2. Understand and follow all published IT management policies and best practices in such areas as:

Service Delivery
Financial Management
IT Service Continuity Management
Service Support
Incident Management
Configuration Management
Release Management

Service Level Management
Capacity Management
Availability Management
Service Desk
Problem Management
Change Management

- B3. Seek partner agency input prior to making decisions and encourage partner agency cooperation in enterprise objectives.
- B4. Design, construct, maintain and produce metric reports for this area of responsibility.

35% C. Provide technical support for Web Hosting products, including hardware, software, and services.

- C1. Research, architect, design, configure, install, test and implement Oracle Exalogic, WebLogic Server (Fusion Middleware) application and other products in on premise or cloud environments
- C2. Analyze, test and deploy new releases and patches of the software.
- C3. Knowledge of J2EE application models (for example, EJBs, JSPs, HTTP Sessions, servlets), J2EE technologies (for example, JDBC, JMS, JNDI, JTA, JAAS, and so forth) and PeopleSoft tools.
- C4. Diagnose and resolve complex Web Hosting technical issues. Ability to analyze, troubleshoot, document, and implement solutions.
- C5. Develop, establish and document procedures for the proper use and support of HTTP Server and Web Server products (including SOAP, UDDI, and WSTL).
- C6. Provide oversight, contract monitoring and direction to vendors providing server hardware and software management and other infrastructure, platform or cloud-based services to ensure procedures are being followed and program goals are achieved.
- C7. Work with the IT security teams to develop and implement policies and best practices that balance the need for security and accessibility of server systems.
- C8. Monitor server, storage, and application utilization data and make recommendations for optimize performance and cost-effectiveness improvements.
- C9. Maintain records of tuning changes made and their effect on total resource utilization.
- C10. Establish metrics to measure and evaluate shared IT infrastructure systems and usage.
- C11. Develop, establish and document disaster recovery procedures.
- C12. Participate in Standby rotations.

30% D. Provide server-based shared infrastructure consulting support.

- D1. Plan for, research and recommend changes to the enterprise server hardware and software configurations, based upon agency needs, industry innovations and cost effectiveness.
- D2. Research, document, and recommend to Supervisors a path to deploy containers in a shared environment.
- D3. Meet with agency customers to review and understand their requirements as they relate to the enterprise shared IT infrastructure systems.

- D4. Evaluate agency needs and make recommendations regarding planned projects requiring enterprise shared IT infrastructure systems to enable customers to make the best use of the shared infrastructure to meet their program needs.
- D5. Provide technical analysis and advice to customers to allow them to successfully and effectively plan for changes to enterprise shared IT infrastructure system configurations.
- D6. Analyze agency service requests and develop detailed technical designs, as needed and within standards, to meet their objectives.
- D7. Participate in statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.
- D8. Meet with agency customers to understand their disaster recovery requirements and recommended alternatives that relate to the enterprise shared IT infrastructure systems or DR recovery strategies.

10% E. Coordinate and participate in complex IT projects to implement and maintain enterprise and agency specific server infrastructure and systems.

- E1. Understand and follow enterprise and divisional project management policies, procedures, and practices.
- E2. Coordinate project support tasks through other division or agency staff as assigned.
- E3. Participate on project teams under the direction of a project manager or team lead assigned.

5% F. Continually update technical skills and participate in the Employee Development Program and other duties.

- F1. Maintain familiarity with current activities and emerging trends in the field of infrastructure hardware and software and other related technologies.
- F2. Attend appropriate training courses, conferences and seminars.
- F3. Read technical publications to maintain a high level of technical knowledge concerning data processing hardware and software with particular emphasis on shared infrastructure technology.
- F4. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.
- F5. Perform other tasks as assigned.

Knowledge, Skills, and Abilities

1. Ability to deliver quality service and maintain positive working relationships with customers.
2. Ability to function as a team member, including the open sharing of information, willingness to help out wherever needed, and an understanding that team and the organization's objectives supersede personal agendas.
3. Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
4. Knowledge of and ability to apply IT service-delivery management best practices and procedures.
5. Understanding of project management concepts and tools.
6. Resourceful in identifying and obtaining information sources needed to perform duties effectively.
7. Ability to learn quickly; synthesize complex information, identify key points and communicate results accurately and effectively.
8. Ability to match technologies to support existing business needs and processes as well as anticipating future needs.
9. Knowledge of and ability to perform research, testing, installation, customization, troubleshooting and support of application hosting solutions.
10. Familiarity with virtualized hardware & virtualized management concepts and tools on both on premise and cloud platforms.
11. Knowledge of server operating systems such as Windows, Unix, and Linux.
12. Knowledge of subsystems such as SANs, NAS, switching.
13. Knowledge of common TCP/IP protocols/services such as DNS, DHCP, SSH, FTP, Telnet, etc.
14. Comprehensive knowledge of Oracle Exalogic, WebLogic Server and/or Fusion Middleware, including architecting, design, installation, and maintenance, managing patches and updates, and assessing future technical advances in the products. Strong understanding of Oracle Fusion Middleware PL/SQL, Java, Forms and Reports, standard markup languages such as XML and HTML.
15. Basic knowledge of bean scripting framework languages automating routine tasks associated with system administration.
16. Experience automating routine tasks associated with system administration. managing, deploying, troubleshooting, and maintaining enterprise applications (both home-grown and 3rd party) in a large J2EE server environment such as Oracle Exalogic, WebLogic Server, IBM WebSphere and understanding of PeopleSoft tools.
17. Knowledge of using J2EE troubleshooting tools (such as performance monitor, TPV, ITCAM) or other operating system or load-balancing tools to ensure appropriate sizing and scaling of enterprise systems/architectures.
18. Knowledge of administering and maintaining application web servers, including creation of virtual hosts, installing & maintaining SSL certificates, and configuring external plugins to augment functionality.
19. Familiarity with enterprise directory services and integration of J2EE technologies to LDAP directories.
20. Ability to troubleshoot problems stemming from hardware configuration, application code, or hosting platform resource limitations with a balanced and impartial perspective.
21. Knowledge of High Availability, Disaster Recovery, vertical and horizontal scaling technologies and their business applications.
22. Comprehensive knowledge of connectivity between data sources, application servers, and presentation layer servers.