People Soft Business Analyst, IS Enterprise Business Analyst – Specialist

Position Summary

The DET STAR Bureau 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.

Operating under general supervision, this position functions as a functional system expert for the State of Wisconsin's Enterprise Resource Planning (ERP) system, specifically, Oracle PeopleSoft Human Capital Management (HCM) in the areas of HR, Absence, Time and Labor, Benefits and Payroll.

Key Responsibilities:

- Support the State of Wisconsin's ERP HCM system through
    - the application development process. This includes the analysis, design, build, test, implementation and support of reports, interfaces, conversions, and extensions.
    - the ongoing support and maintenance of systems upgrades and updates.
    - resolving customer problems
    - ensuring data integrity and protecting sensitive data
    - recommending technical solutions, policies, and procedures
    - evaluating system functionality, testing and documenting technical decisions and actions.
    - understanding the various tools and techniques that are needed to support the State of Wisconsin's ERP system. As a result, this position requires solid understanding of systems analysis and design, data modeling, software development lifecycle, and Agile practices
- Ensure HCM Section process, standards and structures are implemented and adhered to.
- Support HCM Team leads.

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

GOALS AND WORKER ACTIVITIES

40% A. Provide support for enterprise system, related modules, and ancillary applications.

1. Provide expert knowledge of business processes and solutions.
2. Design and document all business requirements and processes/workflows.
3. Analyze and relate business requirements/process flows to the capabilities of the system.
4. Ensure proper design techniques and resources.
5. Participate in the development and execution of implementation/roll out plans.
6. Collaborate with team members to facilitate the implementation of support procedures.
7. Prepare and validate various reports.
8. Provide and suggest alternative solutions and recommendations to business problems and issues. Work with operational leads, and others as appropriate, to determine the best option.

9. Develop and present strategies for future business process flows to best utilize system functionality.
10. Develop testing plans and scenarios ensuring all aspects of the modules are fully tested: Application/unit test, integrated test, parallel test, and performance/stress tests.
11. Participate in the development and documentation of security requirements as needed.
12. For system modification(s), define the business requirements and prepare the functional design documents.
13. Develop training plans and preparation of training documentation. Conduct training if needed.

20% B. Provision of Project Coordination, Consultation, Direction and Guidance

1. Provide professional, analytical support to team members as required.
2. Develop and maintain strong working relationships with both internal and external contacts.
3. Attend and participate at State User Group meetings. Prepare materials as appropriate. Contribute to decision making, process and policy changes as appropriate.
4. Lead application specific State User Group meetings (as appropriate/assigned). Prepare and present materials. Provide information and options for decision making, process, and policy changes. Document decisions and assist with implementation efforts.
5. Follow governance structure for decisions.
6. Using system and business analysis expertise; develop alternatives and options to meet business, state, and federal requirements. Recommend best course of action based on analysis.
7. Work with representatives/user group members from other agencies and administrative areas to ensure seamless integration with other modules.
8. Lead business process reengineering and continuous improvement studies.
9. Identify opportunities to streamline business processes to best leverage business systems.
10. Tutor and train customers.
11. Proactively share knowledge with team members and provide assistance in areas of expertise. Present and lead training events if needed.
12. Provide informal and formal project status reports, issues and proposals to management which communicate the progress, obstacles, and issues of the team.

30% C. Maintenance and operation of complete systems

1. Identify/Analyze/resolve/document complex systems related problems with system users.
2. Assist in designing, building, and deploying iterative enhancements. Participate in the creation of automated test scripts to ensure reliable, high-quality code.
3. Coordinate issue troubleshooting and training for timely problem resolution.
4. Maintain training materials and provide continuous training and support.
5. Assist agency staff with business questions/problems which are technical or functional in nature.
6. Participate in Legislative Audit Bureau audits and recommend compliance alternatives if needed.
7. Analyze and test impacts of technical environment upgrades, system tools and image upgrades.
8. Analyze changes to business functions and implemented solutions.
9. Ensure data quality when system issues are discovered.
10. Work closely with the Training and Change Management team members to develop comprehensive user documentation.

10% D. Organizational Responsiveness

1. Review and keep abreast of changes in knowledge and practices of position-related activities in responsibilities.
2. Participate in job-related training and organizational meetings as assigned.
3. Hold knowledge sharing sessions with less senior staff.
4. Perform other position-related duties as assigned.
5. Maintain awareness of the operations procedures and environment of the State of Wisconsin Department of Administration (DOA) and Division of Enterprise Technology (DET).

Knowledge, Skills, and Abilities

1. Advanced knowledge of State of Wisconsin statues as they relate to the HCM modules
2. Advanced skills in excel to conduct data validation.
3. Ability to promote, control and communicate change.
4. Ability to work independently in pursuit of broad goals and objectives.
5. Knowledge of processes and methodologies used to support complex large business enterprise systems.
6. Understanding of secure software development lifecycles (SDLC) and DevSecOps principles, including secure coding, authentication, and vulnerability remediation.
7. Strong analytical skills with ability to collect and research data and design workflows and procedures.
8. Advanced problem-solving skills. Ability to identify and resolve problems in a timely manner, gather and analyze information, develop alternative solutions, and work well in group problem solving situations.
9. Planning and organization/project management skills. Ability to independently coordinate multiple projects and tasks (determine relative importance of each; prioritize and plan work activities; set appropriate deadlines to complete activities accordingly); effectively manage time to achieve established goals and objectives.
10. Teamwork and issue resolution skills. Ability to balance team and individual responsibilities, support every team member's effort to succeed, and obtain resolution by team consensus when differences in business processes are discussed.
11. Excellent oral and written communication skills. Ability to speak clearly in positive or negative situations, respond well to questions, participate in meetings, write clearly and informatively, ability to vary writing styles to meet needs and present numerical data effectively.
12. Knowledge of business process redesign.
13. Knowledge of PeopleSoft application fundamentals.
14. Knowledge of PeopleSoft component interfaces.
15. Knowledge of relational database concepts and advanced query writing skills.
16. Strong decision-making skills
17. Problem solving and negotiation skills.