

Position Description
Control Automation Senior – Pos. #514264
IS Enterprise Technical Services Senior

Position Summary

The Division of Enterprise Technology provides statewide information technology services utilizing a combination of both state-owned 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, libraries, and citizens.

Under the general review of the Section Chief/Unit Supervisor, this position functions as mainframe senior level technical support professional of the State of Wisconsin's enterprise technology environment. The enterprise mainframe infrastructure includes mainframe hardware, operating systems, storage management, system management software, data backup, system software, database management software, applications, and application development infrastructure.

This position provides customer service and consulting support for a broad array of services. The position also will participate in projects from genesis through implementation and completion. The incumbent will frequently work on projects and tasks that require strong customer service skills, good communication skills and the ability to work within a team approach. The position also involves implementing, maintaining, and using many new mainframe technologies. The ability to function with an enterprise perspective and advise technical staff, DET management, and other entities' staff on technical design and business issues is critical.

This position is accountable for the quality of service provided to state agencies and other partners.

Goals and Workers Activities

20% A. Provide technical maintenance support for enterprise mainframe infrastructure systems including software, and services.

- A1. Research, install, test, and implement mainframe enterprise components such as mainframe scheduling, automation, report distribution systems, and various systems software.
- A2. Maintain and upgrade installed mainframe enterprise system software on an ongoing basis to remain at recommended release levels and to resolve problems in order to maintain system stability.
- A3. Develop, maintain and communicate implementation schedules for application of corrective software maintenance, to resolve known problems and maintain overall system stability.

- A4. Develop and direct the use of procedures that support mainframe software components.
- A5. Provide oversight and direction to vendors providing mainframe scheduling, automation, report distribution software management and other infrastructure services to ensure procedures are being followed and program goals achieved.
- A6. Assist in the development, establishment, documentation of, and testing disaster recovery procedures.
- A7. Plan for, research, upgrade, and recommend changes to system components based on agency needs, industry trends, and cost effectiveness.
- A8. Actively participate in the development, documentation, and implementation of IT management best practices to ensure the quality of services delivered to customers and partners.
- A9. Assist in the design, construction, and maintenance of metric reports for this area of responsibility, producing the reports as needed and scheduling them as warranted.
- A10. Actively mentor and guide lower level staff in skill development of mainframe implementation, testing, and maintenance of system software.

35% B. Provide technical problem support for enterprise infrastructure systems including software, and services.

- B1. Use knowledge of scheduling, automation, and report distribution components/processes for problem determination techniques to resolve known problems, research potential problems, and maintain overall system stability.
- B2. Provide support of both mainframe and distributed systems scheduling & automation software implementations and configurations
- B3. Monitor software components and make recommendations to better utilize resources for optimal performance and cost-effectiveness.
- B4. Monitor software components and mainframe/server configurations for potential defects and take action to resolve the issues.
- B5. Actively mentor and guide other staff in development of problem identification and resolution skills for supported software.
- B6. Work with Security and Auditors to implement security maintenance, security fixes, and sound security practices and policies that balance the need for security and accessibility of the systems.

30% C. Provide shared infrastructure consulting support.

- C1. Meet with agency customers or other internal staff to review and understand their requirements as they relate to the enterprise scheduling, report distribution, and automation services.
- C2. Evaluate agency or internal staff needs and make recommendations regarding planned projects requiring enterprise shared IT infrastructure systems to enable customers to make the best use of the system resources to meet their program goals.

- C3. Provide technical analysis and advice to agency customers or other infrastructure areas to allow them to successfully and effectively use the enterprise scheduling/report distribution/automation services.
- C4. Analyze service requests and implement technical solutions related to scheduling, report distribution, automation, as needed and within standards, to meet application or system objectives.
- C5. Participate in statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.
- C6. Meet with customers to understand their disaster recovery requirements and recommend alternatives that relate to the enterprise shared IT infrastructure systems DR recovery strategies.

10% D. Participate in complex IT projects to implement and maintain Enterprise infrastructure and agency specific business application systems.

- D1. Working on project teams, understand and follow divisional project management policies, procedures, and practices.
- D2. Understand and follow enterprise information portfolio management policies, procedures, and practices.
- D3. Coordinate project support tasks through other division or agency staff as assigned.
- D4. Lead segments of assigned projects working with project managers on enterprise solutions development.

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

- E1. Maintain familiarity with activities and trends in the field of infrastructure software and other related technologies.
- E2. Attend appropriate training courses, conferences, and seminars.
- E3. Read technical publications to maintain a high level of technical knowledge concerning data processing hardware and software with particular emphasis on shared infrastructure technology.
- E4. Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.
- E5. Perform other assigned tasks not specifically enumerated.

Knowledge, Skills and Abilities

- 1. Proven ability to deliver quality service and maintain positive working relationships with customers.
- 2. Proven ability to function as a team member, including the open sharing of information and willingness to provide assistance where needed.

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. Thorough understanding of mainframe concepts and tools such as Job Control Language (JCL).
6. Resourceful in identifying and obtaining technical 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. Strong knowledge of and ability to perform technology and product research, testing, installation, customization, troubleshooting, and support.
9. Comprehensive knowledge of mainframe infrastructure software plus knowledge of infrastructure operations and design.
10. Comprehensive knowledge of mainframe management software concepts.
11. Ability to provide infrastructure consulting to customers and other mainframe/server technicians.
12. Significant knowledge of mainframe scheduling/report distribution/automation tool (such as Control-M, Control-D, Control-O) installation and configuration.
13. Significant knowledge of server-based software installation and configuration, specifically related to scheduling software such as Control-M.
14. Knowledge of server IP connectivity and configuration related to distributed systems task scheduling software.
15. Knowledge of mainframe disaster recovery techniques.
16. Proven ability to deliver high quality customer service at all times.
17. Proven ability to work cooperatively with others in a team environment to meet the expected levels of infrastructure service.
18. Excellent written and verbal communication skills.
19. Proven ability to develop and maintain good working relationships with all colleagues, customers, and vendors.
20. Knowledge of IT service management best practices to ensure the quality of services delivered to partners.
21. Ability to mentor and develop staff.