

## **Position Description**

### **IS Enterprise Technical Services Specialist / 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. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, 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 the Enterprise Resource Planning System (STAR). This position is critical to maintaining the Oracle Exalogic infrastructure and the Oracle Fusion Middleware platform upon which the STAR system operates. In addition, this position supports the Oracle Fusion Middleware platform that runs many of the Department of Natural Resources critical business applications. Responsibilities for the support of these systems includes the maintenance, support, and configuration of hardware and software; deployments for applications; implementation of security policies and filters associated with the tools; and additional troubleshooting support.

This position provides customer service and consulting support on a broad array of services, and participates in projects from genesis through implementation and completion. The incumbent will frequently work on projects that require a strong understanding of customer service, good communication skills and the ability to work within a team approach. The position also involves implementing and using many new technologies. The ability to function with an enterprise perspective and to work with 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 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 to transform teams in the development of performance metrics.
- 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:

<b>Service Delivery</b>	Service Level Management
Financial Management	Capacity Management
IT Service Continuity Management	Availability Management
<b>Service Support</b>	Service Desk
Incident Management	Problem Management
Configuration Management	Change Management
Release 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 advanced-level technical support for Web Hosting products, including hardware, software, and services.**

C1. Research, Architect, Design, Config, Install, test and implement Oracle Exalogic, WebLogic Server (Fusion Middleware) application and Oracle HTTP server products.

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 services to ensure procedures are being followed and program goals are achieved.

C7. Work with Security to develop and implement sound security practices and policies that balance the need for security and accessibility of server systems.

C8. Monitor server, storage, and application utilization data and make recommendations to better utilize resources for optimal performance and cost-effectiveness.

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. Knowledge of High Availability, Disaster Recovery, vertical and horizontal scaling technologies and their business applications.

C13. Understanding of scripting and automating routine tasks associated with system administration.

C14. Comprehensive understanding of connectivity between data sources, application servers, and presentation layer servers.

C15. Participate in Standby rotation.

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

- D1. Meet with agency customers to review and understand their requirements as they relate to the enterprise shared IT infrastructure systems.
- D2. 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.
- D3. Provide advanced technical analysis and advice to customers to allow them to successfully and effectively plan for changes to enterprise shared IT infrastructure system configurations.
- D4. Analyze agency service requests and develop detailed technical designs, as needed and within standards, to meet their objectives.
- D5. Participate in statewide or enterprise task forces or committees working on shared IT infrastructure system related issues.
- D6. 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.
- D7. Plan for, research and recommend changes to the enterprise server hardware and software configurations, based upon agency needs, industry innovations and cost effectiveness.

**10% E. Manage 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 activities and 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 appropriate technologies to meet existing business needs and support existing business processes.
9. Knowledge of and ability to perform research, testing, installation, customization, troubleshooting and support of Java based hosting solutions.
10. Familiarity with virtualized hardware & virtualized management concepts and tools.
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 TC/PIP protocols/services such as DNS, DHCP, SSH, FTP, Telnet, etc.
14. Advanced 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.
16. Experience 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. Experience 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. Experience with administering and maintaining Apache 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.