

CLASSIFICATION TITLE- SUB-TITLE
IS BUSINESS AUTOMATION SENIOR

POSITION SUMMARY

Under the general supervision of the Program Assistant Supervisor, this professional position develops, implements, enhances and maintains information systems for the support of the Division of Management Services business processes.

This position is responsible for participating as the Department's liaison, as delegated by the Program Assistant Supervisor, with the Department of Administration's Division of Enterprise Technology (DET) regarding Information Technology (IT) matters and assisting Department staff in process improvement planning and implementation. The position acts as the internal and external website program administrator and serves as the Department's LEAN Coordinator.

This position requires a valid Wisconsin driver's license and must be eligible to drive a state vehicle.

TIME% GOALS AND WORKER ACTIVITIES

60% A. Provision of technical and administrative support to the Department

- A1. Research, develop, and recommend automation plans consistent with Departmental program objectives and IT plans.
- A2. Serve as an administrator of the Department's external and internal website(s).
- A3. Serve as the subject matter expert related to the website content management program and lead a team of website content managers, located in other Divisions, within the agency.
- A4. Analyze business rules and requirements and translate for application through IT solutions and process improvements.
- A5. Assist Department website content managers with initial trouble-shooting as it relates to maintenance of the external website content via electronic, phone, and face-to-face interaction.
- A6. Prepare and conduct training videos, sessions, and documentation related to IT matters.
- A7. In coordination with agency staff; accurately write, edit, format, and publish electronic documents and website layouts.
- A8. Coordinate the preparation of Division documents so they are suitable for use as both paper and electronic internet format. Provide design and layout services, including choice of formats, paper, typography, illustrations, etc. Use desktop publishing to write, edit, and lay out publications, forms, graphics, and other paper and electronic materials.
- A9. Work with all agency divisions to ensure consistency in layout, content, and procedures related to the internal employee website, ConnectUs.
- A10. Document standard operating procedures for internal website content and all other processes.

- A11. Provide oversight to the website program operations and recommend improvements to the Program Assistant Supervisor as necessary.
- A12. Develop, conduct, analyze, and report user acceptance testing to help ensure systems are functioning correctly and are being used to their potential.
- A13. Research, propose, and assist in the implementation and maintenance of systems and enhancements that could help improve efficiency and reduce costs to the Department.
- A14. Serve as a liaison between DOA/DET and the Department on IT matters as delegated by the Program Assistant Supervisor.
- A15. Ensure the accuracy of content posted on the Department ConnectUs SharePoint site.
- A16. Participate and represent the Department on IT Project teams.
- A17. Ensure proper posting of all approved materials within 2 business days of approval, unless immediate posting is necessary.
- A18. Consult with and advise the Program Assistant Supervisor and professional and technical staff on the varied aspects of Division and Department website content including bringing forth ideas for improvement.
- A19. Develop and review policies and procedures related to the website content management program to ensure consistency and efficiency.
- A20. Lead training programs for website content managers related to the tools, policies, and procedures related to the website content management program, including publishing materials to the internal and external websites.
- A21. Provide technical support in conjunction with DOA/DET staff on matters related to IT project implementation.
- A22. Develop and maintain Position Action Request (PAR), Performance Evaluation (PE), and reimbursement workflows within SharePoint Designer.
- A23. Serve as the data steward and approve application access for SharePoint Designer.

25% B. Serve as Department LEAN Coordinator

- B1. Research, propose and assist in the implementation and maintenance of systems and enhancements that could help improve efficiency and reduce cost to the Department through the use of Lean and Six Sigma tools.
- B2. Document and track all lean charter projects and report-outs
- B3. Assist in compiling and analyzing data for process improvement plans for the Department.
- B4. Manage training initiative for DSPS LEAN program which includes scheduling of yellow, green and black belt training.

5% C. Provision of Administrative support to the Program Services section within the Division of Management Services

- C1. Provide program support to the Program Assistant Supervisor by participating in various Department activities and conducting special projects when necessary.
- C2. Independently set work priorities for special projects ensuring that priority items and deadlines are met in a timely manner.
- C3. Assist Fleet Manager with coordination and services for the fleet program.
- C4. Work with the Program Assistant Supervisor and staff to manage information and communication flow throughout the divisions.

5% D. Provision of Human Resources Program Support

- D1. Develop and maintain IT solutions for Human Resources, including but not limited to SharePoint Workflows and IT Training materials.
- D2. Manage annual technology security training for agency and new hires.
- D3. Provide preparation and implementation of electronic P-files.

5% E. Performance of miscellaneous tasks

- E1. Perform other duties as assigned.
- E2. Determine training necessary to perform assigned duties and follow through with procedures to request and obtain such training.
- E3. Enhance job-related skills through continuing professional development including professional development related to AA/EEO.
- E4. Adhere to Department safety policies and procedures.
- E5. Report accidents, "near misses," and maintenance items to the Program Assistant Supervisor.

KNOWLEDGE, SKILLS and ABILITIES

- Ability to juggle multiple tasks and projects
- Ability to exercise sound independent judgment, discretion and maintain confidentiality, along with the ability to deal with difficult and sensitive situations in a positive manner
- Knowledge of business automation programs and techniques
- Knowledge of website content management including utilizing website editing and content management software programs
- General knowledge of office policies, practices, and procedures
- Effective office management skills; ability to exercise considerable independent good judgment, attention to detail and attention to privacy and confidential sensitive information
- Excellent communications skills, orally and written
- Knowledge of modern office practices, procedures and equipment
- Knowledge of/ability to use change management systems including Lean Six Sigma
- General knowledge of the Department's divisions, programs and functions
- Skill in the use of a computer; extensive knowledge of various uses of computer applications such as spreadsheets, databases, and internet. The tools include Microsoft Office, calendar and other software programs
- Skill in time management; ability to prioritize and organize multiple projects simultaneously
- Good organizational, interpersonal, decision making and customer service skills

- Ability to consistently follow-through on projects and activities.
- Ability to use mail-opening and stamping equipment
- Ability to work independently, setting own priorities to meet the demands of the position and work deadlines
- Ability to interpret complex rules, regulations and statutes governing rules and operations.
- Ability to exercise a professional demeanor and represent agency in a positive manner

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS

Typical office cubicle setting. Occasional exposure to extreme weather conditions during snow and ice removal from fleet vehicles.

EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS

Use of computers, multi-function devices, fax machines, mail slicer, date stamper, priority mail scanning tools, and basic maintenance tools.

The goals and work activities listed are intended to describe the essential functions of persons assigned to this job. They are not intended as an exhaustive list of all job duties, responsibilities, and requirements.

SPECIAL REQUIREMENTS

This position requires a valid Wisconsin driver's license and must be eligible to drive a state vehicle.