



State of Wisconsin • DEPARTMENT OF REVENUE

2135 Rimrock Road • P.O. BOX 8931 • MADISON, WISCONSIN 53708-8931
FAX (608) 266-2825 • <http://www.dor.state.wi.us>

October, 2009

TO: Candidates for **IS SYSTEMS DEVELOPMENT SERVICES SENIOR and/or IS SYSTEMS DEVELOPMENT SERVICES SPECIALIST**, Technology Services Division, Business Intelligence Services – Madison

Thank you for expressing interest in the **IS Systems Development Services Senior and/or IS Systems Development Services Specialist** positions. To provide you with a broader understanding of these positions, the official position descriptions are attached (**please keep the position descriptions for future reference**).

The enclosed Achievement History Questionnaire is a type of examination designed for you to provide specific information about your qualifications for these positions. It includes questions that require more in-depth information than can be provided by a resume alone. **Please identify which level you are applying for. To apply for the IS Systems Development Services Senior, complete questions 1 and 2. To apply for the IS Systems Development Services Specialist, complete questions 1, 2, and 3.**

Before preparing your answers, thoroughly read the instructions for completion on the cover of the examination and note the response deadline indicated on the instruction sheet. **Be sure you sign and return the sheet marked “Application Certification Statement” with your examination materials.** You should also thoroughly read all exam questions and instructions.

Be **specific** and **concise** in the information you provide. It is important that your response sufficiently describes your experience so that the persons who will review and score your exam are able to make an accurate judgment regarding your training and experience. The information you provide should enable raters to clearly understand your duties and responsibilities, how you performed these duties and responsibilities and for what purpose, your role in the organization and your level of responsibility, and, finally, the extent of your experience. Our goal is to obtain an accurate picture of each candidate without introducing irrelevant information.

Also included in this packet is **an application for State Employment form (which MUST be completed and returned)**.

Please submit completed application materials either electronically or by mail/fax to: Dianne Donlin; DOR; Bureau of Human Resources Services; 2135 Rimrock Road; #6-261; P.O. Box 8931; Madison, WI 53708-8931; FAX: (608) 266-2825 by **4:30 p.m., November 11, 2009**.

Sincerely,

Dianne B. Donlin

Dianne B. Donlin
Human Resources Specialist
Telephone: (608) 266-2679

State of Wisconsin Department of Employment Relations
STATE APPLICATION INSTRUCTIONS

Search employment opportunities on-line at <http://wiscjobs.state.wi.us>

General Instructions:

- These instructions are for use in completing the *Application for State Employment*, form OSER-DMRS-38.
- You **must** provide the following: **job announcement code, mother's maiden name, last name, mailing address, city, state, zip, type of employment, county(ies) where you will work, and your signature.**
- You must ensure that the completed, signed *Application* is received on or before the announced deadline date, at the specified location. We are not responsible for late, lost, misdirected or damaged mail.
- You may take clean photocopies of the *Application*, printed front and back on one sheet of paper, and submit that as the official application.
- As a veteran with an honorable discharge or a spouse of a veteran, you may be eligible to receive additional points on your civil service scores. Current state employees are not eligible for veterans points. Please view the Veterans Preference Supplement form OSER-MRS-38L, found on-line at <http://oser.state.wi.us/docview.asp?docid=1240>.
- Qualified disabled persons may be eligible for consideration in the interview process. Please complete the Disabled Expanded Certification form DER-MRS-159, found on-line at <http://oser.state.wi.us/docview.asp?docid=1200>.
- The Department of Employment Relations, Employment Services Center, is at 345 West Washington Avenue, Madison, WI 53703, telephone (608) 266-1731, e-mail <mailto:ESC@oser.state.wi.us>.

Step-by-Step Instructions:

1. **CIVIL SERVICE JOB TITLE**
Complete an Application for each job you apply for unless the job titles were announced together in the same single announcement. Enter the job title as it appears in the announcement.
2. **JOB ANNOUNCEMENT CODE(S)**
Job Announcement Code(s) are listed in the heading of the job announcement. **An accurate Job Announcement Code is required to process your application.**
3. **SCORE REUSE**
Check the Score Reuse box if you wish to use your score from the previously administered exam. See your Exam Results Notice from the previously taken exam or call the contact listed in the job announcement to see if your score can be reused. Refer to the *Current Employment Opportunities Bulletin* for more information.
4. **SOCIAL SECURITY NUMBER**
This information is required in order to process your application. Your social security number will help to ensure the accuracy of your application. Current state employees: Some information may be verified with state employment records to be sure your most current data is available with your application.
5. **MOTHER'S MAIDEN NAME**
This information is required in order to process your application. Enter your mother's maiden name or another name or word that will serve as an additional identifier to make your applicant record unique.
6. **HOW DO WE CONTACT YOU?**
You must provide your last name and complete mailing address for us to process your application. Notify us in writing of any changes to your address. Please print your contact information clearly.

State Application Instructions – page 2 of 4

7. LEGALLY AUTHORIZED TO WORK IN THE U.S.

Check YES only if you are one of the following: (1) a citizen or national of the United States, (2) a lawful permanent resident, or (3) an alien authorized to work in the United States.

8. WISCONSIN RESIDENCY

Indicate whether you are a permanent resident of the State of Wisconsin. Wisconsin residency is required only for Limited Term and Project positions.

9. EXAM CITY

Listed below are fourteen cities that host exam centers. If the job for which you are applying requires taking an exam at an exam center (see job announcement for examination requirements), choose only **one** of the locations listed below where you will take that exam. Transfer the code for that city to the *Application*.

<u>Code</u>	<u>City</u>	<u>Code</u>	<u>City</u>	<u>Code</u>	<u>City</u>	<u>Code</u>	<u>City</u>
AD	Ashland	KE	Kenosha	PL	Platteville	WA	Wausau
EC	Eau Claire	LX	La Crosse	RH	Rhineland	WR	Wisconsin Rapids
FD	Fond du Lac	MD	Madison	RL	Rice Lake		
GB	Green Bay	MW	Milwaukee	SU	Superior	OT	Military (see below)

Active Duty Military

Please enter OT in section 9 of the *Application* and provide the requested information on page 2 of the *Application*.

Gender and Race/Ethnicity Information

Gender and race/ethnicity information is used for equal employment opportunity/affirmative action (EEO/AA) purposes only. This information is confidential and is retained by state human resources professionals. If you do provide this information, you may be eligible for further consideration of job opportunities through the State of Wisconsin EEO/AA Plan.

10. GENDER

Check only one box.

11. RACE/ETHNICITY - Check only one box using the following definitions:

Black--Not of Hispanic origin: All persons having origins in any of the black racial groups of Africa.

Asian or Pacific Islander: All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands.

American Indian or Alaska Native: Persons descending from any of the original peoples of North America who possess ¼ degree of documented tribal descendancy or are enrolled with a federally or state recognized tribe, or are recognized by a federally or state recognized tribe as American Indians for state affirmative action purposes.

Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.

White--Not of Hispanic origin: All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

12. BIRTH DATE

Use numbers giving the month/day/year you were born (MM/DD/YYYY). This information is used for administrative purposes only.

13. EDUCATIONAL LEVEL

Check only one box in the *Application*. Indicate your single highest level of education.

14. WORK PREFERENCES: HOURS AND SHIFTS

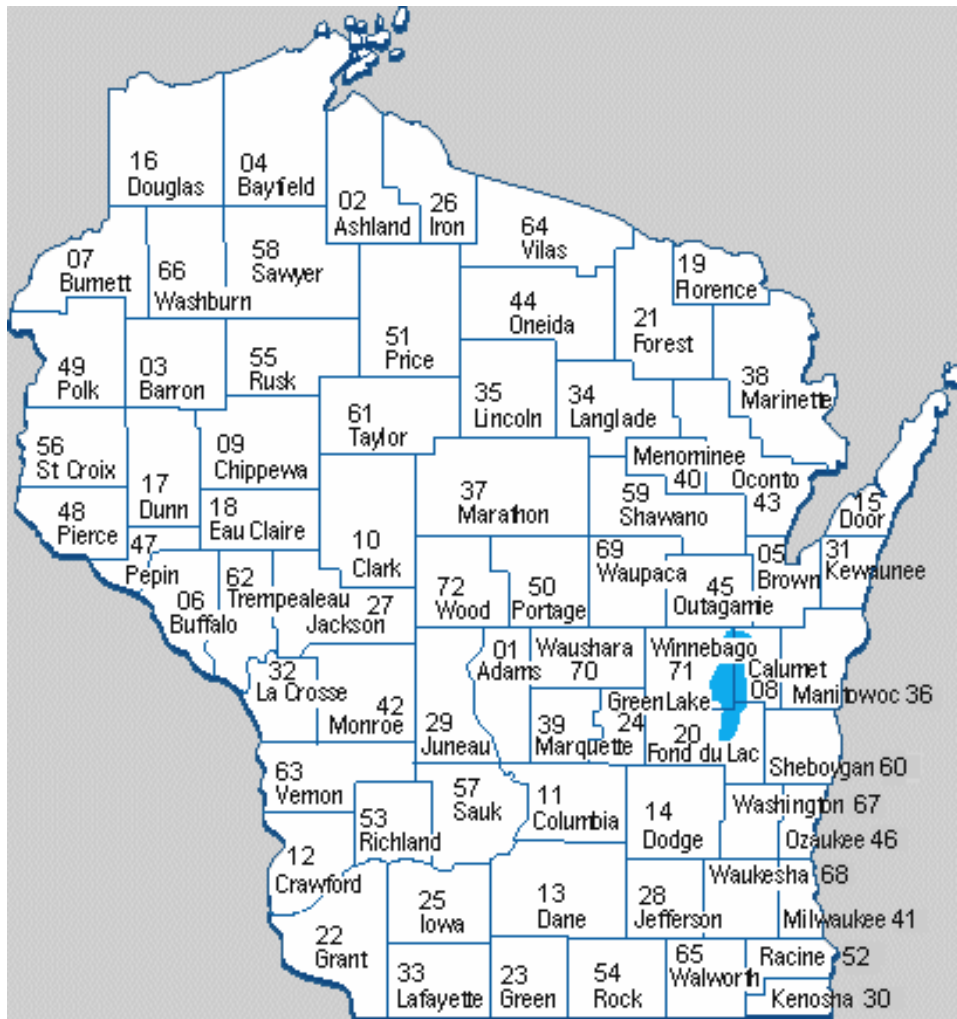
You must include the type of employment you will accept in order for us to process your application. Check all types of work that you will accept.

15. WHERE WOULD YOU LIKE TO WORK

Select the desired code(s) below for the county or counties where you will accept work and transfer that two-digit number to section 15 in the *Application*. See map below. **We will consider you only for jobs in the locations where you tell us you will work. You must enter at least one code for us to process your application.**

<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>	<u>Code</u> <u>County</u>
01 - Adams	16 - Douglas	31 - Kewaunee	46 - Ozaukee	61 - Taylor
02 - Ashland	17 - Dunn	32 - La Crosse	47 - Pepin	62 - Trempealeau
03 - Barron	18 - Eau Claire	33 - Lafayette	48 - Pierce	63 - Vernon
04 - Bayfield	19 - Florence	34 - Langlade	49 - Polk	64 - Vilas
05 - Brown	20 - Fond du Lac	35 - Lincoln	50 - Portage	65 - Walworth
06 - Buffalo	21 - Forest	36 - Manitowoc	51 - Price	66 - Washburn
07 - Burnett	22 - Grant	37 - Marathon	52 - Racine	67 - Washington
08 - Calumet	23 - Green	38 - Marinette	53 - Richland	68 - Waukesha
09 - Chippewa	24 - Green Lake	39 - Marquette	54 - Rock	69 - Waupaca
10 - Clark	25 - Iowa	40 - Menominee	55 - Rusk	70 - Waushara
11 - Columbia	26 - Iron	41 - Milwaukee	56 - Saint Croix	71 - Winnebago
12 - Crawford	27 - Jackson	42 - Monroe	57 - Sauk	72 - Wood
13 - Dane	28 - Jefferson	43 - Oconto	58 - Sawyer	
14 - Dodge	29 - Juneau	44 - Oneida	59 - Shawano	
15 - Door	30 - Kenosha	45 - Outagamie	60 - Sheboygan	

99 - All Counties



Cities with population of more than 100,000:

- Madison (state capital) is in Dane County, code 13
- Milwaukee (largest city) is in Milwaukee County, code 41
- Green Bay is in Brown County, code 05

16. HOW DID YOU FIND OUT ABOUT THIS JOB?

Please identify the source(s) of information that led you to apply for this vacancy.

16(K) Wisconsin Colleges/Universities: If applicable, use the codes below to identify the Wisconsin College or University where you learned about this job opportunity. Enter a code from the list below in section 16(K) of the *Application* form.

<u>Code</u>	<u>College/University</u>	<u>Code</u>	<u>College/University</u>	<u>Code</u>	<u>College/University</u>
01 -	Alverno College	22 -	Moraine Park Technical	43 -	UW-Marinette
02 -	Beloit College	23 -	Mount Mary College	44 -	UW-Marshfield/Wood County
03 -	Blackhawk Technical	24 -	Mount Senario College	45 -	UW-Milwaukee
04 -	Cardinal Stritch University	25 -	Nicolet Area Technical	46 -	UW-Oshkosh
05 -	Carroll College	26 -	North Central Technical	47 -	UW-Parkside
06 -	Carthage College	27 -	Northeast Wisconsin Technical	48 -	UW-Platteville
07 -	Chippewa Valley Technical	28 -	Northland College	49 -	UW-Richland
08 -	Concordia University	29 -	Ripon College	50 -	UW-River Falls
09 -	Edgewood College	30 -	Silver Lake College	51 -	UW-Rock County
10 -	Fox Valley Technical	31 -	Southwest Wisconsin Technical	52 -	UW-Sheboygan
11 -	Gateway Technical	32 -	St. Norbert College	53 -	UW-Stevens Point
12 -	Lakeland College	33 -	UW-Baraboo/Sauk County	54 -	UW-Stout
13 -	Lakeshore Technical	34 -	UW-Barron County	55 -	UW-Superior
14 -	Lawrence University	35 -	UW-Eau Claire	56 -	UW-Washington County
15 -	Madison Area Technical	36 -	UW-Fond du Lac	57 -	UW-Waukesha
16 -	Marian College	37 -	UW-Fox Valley	58 -	UW-Whitewater
17 -	Marquette University	38 -	UW-Green Bay	59 -	Viterbo College
18 -	Mid-State Technical	39 -	UW-La Crosse	60 -	Waukesha County Technical
19 -	Milwaukee Area Technical	40 -	UW-Madison	61 -	Western Wisconsin Technical
20 -	Milwaukee Institute of Art & Design	41 -	UW-Manitowoc	62 -	Wisconsin Indianhead Technical
21 -	Milwaukee School of Engineering	42 -	UW-Marathon County	63 -	Wisconsin Lutheran College

16(L) Newspapers: If applicable, use the codes below to identify the newspaper where you learned about this opportunity. Enter a code from the list below in section 16(L) of the *Application* form.

<u>Code</u>	<u>Newspaper</u>	<u>Code</u>	<u>Newspaper</u>	<u>Code</u>	<u>Newspaper</u>
01 -	Appleton Post-Crescent	14 -	La Crosse Tribune	27 -	Stevens Point Journal
02 -	Ashland Daily Press	15 -	Madison Capital Times	28 -	Umoja
03 -	Beaver Dam Daily Citizen	16 -	Madison Times	29 -	Watertown Daily Times
04 -	Beloit Daily News	17 -	Madison Wisconsin State Journal	30 -	West Bend Daily News
05 -	Campus Newspaper	18 -	Manitowoc Herald Times Reporter	31 -	Wisconsin Rapids Daily Tribune
06 -	Chippewa Falls Herald	19 -	Marshfield News Herald		
07 -	Eau Claire Leader-Telegram	20 -	Milwaukee Journal Sentinel		<u>Out-of-State Newspapers</u>
08 -	Employment Times	21 -	Milwaukee Times	32 -	Chicago Sun-Times
09 -	Fond du Lac Reporter	22 -	Now Hiring	33 -	Chicago Tribune
10 -	Green Bay News Chronicle	23 -	Oshkosh Northwestern	34 -	Minneapolis Star-Tribune
11 -	Green Bay Press Gazette	24 -	Racine Journal Times	35 -	Rockford Register Star
12 -	Janesville Gazette	25 -	Shawano Leader	36 -	St. Paul Pioneer Press
13 -	Kenosha News	26 -	Sheboygan Press	37 -	Wall Street Journal

17. REFERRAL PERMISSION

Check yes to give us permission to refer your name to other public employers such as state agencies, universities, and city and county governments. Your response will not affect your eligibility for state employment.

State of Wisconsin Department of Employment Relations
APPLICATION FOR STATE EMPLOYMENT

* Required items

1. **Civil Service Job Title** as it appears in the announcement: **IS SYSTEMS DEV. SERV. SENIOR/SPECIALIST**
2. ***Job Announcement Code(s)** of the position(s) for which you are applying: 3. **Score Reuse:**
 Job Code #1 - Job Code #2 - Job Code #3 -
4. **Social Security Number:** - -
5. ***Mother's Maiden Name:** _____

6. **How do we contact you?**

*Last Name:		First Name:		M.I.:
*Mailing Address:				
*City:	*State:	*Zip:	Country:	
Day Phone:		E-Mail Address:		
Evening Phone:		Other Number:		

7. **I am currently legally authorized to work in the United States.** Yes No 8. **I am a Wisconsin resident.** Yes No

9. **Exam City Code:** ____ ____ (Complete this if a written exam is required; see instructions for the codes.)

Gender and race information are used for equal employment opportunity/affirmative action purposes only.

10. **Gender:**
 Female Male

11. **Race/Ethnicity:** (Check only one.)
 1 Black (Not Hispanic) 3 American Indian/Alaska Native
 2 Asian or Pacific Islander 4 Hispanic
 5 White (Not Hispanic)

12. **Birth Date:**
Birth date information is used for administrative purposes only. Use numbers, e.g., 02/09/1971 (MM/DD/YYYY)
 ____ / ____ / _____

13. **Educational Level:** Check highest level completed.
 01 Did not complete high school/GED 06 Two-year associate degree
 02 Completed GED/HSED 07 Bachelor's degree
 03 Graduated from high school 08 Some graduate degree courses
 04 Some college, no degree 09 Graduate college degree
 05 One-year vocational diploma

14. ***What are your work preferences** for the position for which you are applying? *Check all that you will accept.*
 FT Full-time (40 hours/week) PT Part-time (less than 40 hrs/wk)
 EH Evening 2nd shift (3 to 11 pm or similar) NT Night 3rd shift (11 pm to 7 am or similar)
 SE Seasonal (minimum of 600 hours per year but less than 1,828 hours per year.)

15. ***Where would you like to work?** *Enter counties where you will accept employment.*

Note: We will consider you only for jobs in the locations where you tell us you will work. You must identify at least one county for us to process your application. Enter 2-digit County Code(s) below using the list provided in the instructions.

County Code(s): ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____ | ____

Administrative Use Only

16. How did you hear about this job? Check all that apply.

<input type="checkbox"/> A Internet: <i>Select below.</i>	<input type="checkbox"/> M Current State Employee
<input type="checkbox"/> B http://jobs.der.state.wi.us	<input type="checkbox"/> N Radio Ad
<input type="checkbox"/> C www.wisconsin.gov	<input type="checkbox"/> O Television Ad
<input type="checkbox"/> D DWD/JOBNET	<input type="checkbox"/> P Job Fair
<input type="checkbox"/> E other career sites	<input type="checkbox"/> Q State Workshop
<input type="checkbox"/> F state agency web site	<input type="checkbox"/> R Library
<input type="checkbox"/> G Department of Employment Relations	<input type="checkbox"/> S W-2 SET/SEO Services
<input type="checkbox"/> H Job Service/Job Center	<input type="checkbox"/> T Direct Mail
<input type="checkbox"/> I Another State Agency	<input type="checkbox"/> U Current Employment Opportunities Bulletin
<input type="checkbox"/> J Community Organization	<input type="checkbox"/> V Other
<input type="checkbox"/> K Wisconsin College/University: See list of codes in instructions; enter College/University code here:_____	
<input type="checkbox"/> L Newspaper: See list of codes in instructions; enter Newspaper code here:_____	

17. **Referral Permission:** State agencies and universities may search our database for applicants with specific skills or experiences. Do you wish to have your application available to other state agencies, universities, and city and county governments?

Yes No

Active Duty Military: We will test active duty military members stationed out of state who are unable to test at our regularly scheduled exam centers. We will test only at approved U.S. military installations and only if the exam is administered by a Test Control Officer or equivalent person. Please provide the following information for the person who has agreed to administer the exam. A fee may be charged for this service.

Exam Administrator: Last Name:_____ First Name:_____ M.I.:_____

Title:_____ Agency:_____

Complete Mailing Address:_____

City:_____ State:_____ Zip:_____ Phone:_____

Certification Statement

I certify that the information I have provided in this application is true to the best of my knowledge and I understand that I may be required to verify the information before being appointed. I understand that any false, misleading, or missing information may disqualify me from employment consideration.

I agree. I disagree. *Signature:_____ Date:_____

INSTRUCTIONS

IS SYSTEMS DEVELOPMENT SERVICES SENIOR/ IS SYSTEMS DEVELOPMENT SERVICES SPECIALIST

1. Complete the enclosed examination for the positions of **IS SYSTEMS DEVELOPMENT SERVICES SENIOR and/or IS SYSTEMS DEVELOPMENT SERVICES SPECIALIST, TECHNOLOGY SERVICES DIVISION - Madison**
2. Please complete the Application Certification Statement and return.
3. Answer each exam question separately in a complete and concise manner. **DO NOT PROVIDE A RESUME OR WORK SAMPLES** in lieu of any part of this examination unless they are specifically requested. Resumes or work samples will not be reviewed during the scoring process. **DO NOT** write your name on any pages that contain your answers. Write **ONLY** the last four digits of your social security number at the top of the pages containing your answers. Begin your answers to each question on a new page. Whenever possible, have your answers typed. The responses to **each** question must be limited to three typewritten pages (doubled spaced and font no smaller than 10). Any additional pages will not be evaluated. In addition, since each question may be evaluated independently, please provide a complete response to each question even if repeating what may have been mentioned in an earlier response.
4. Return the completed questionnaire to:
DOR, HUMAN RESOURCE SERVICES
DIANNE DONLIN
2135 Rimrock Road #6-261
PO BOX 8931
MADISON, WI 53708-8931

FAX: 608/266-2825

E-Mail: dianne.donlin@revenue.wi.gov

YOUR RESPONSE MUST BE IN THIS OFFICE NO LATER THAN 4:30 p.m., November 11, 2009.

An impartial panel consisting of two or more people who know the requirements of the job will independently evaluate all questionnaire examinations. You will then receive a notice, which tells you your exam results.

AFFIDAVIT CERTIFICATION STATEMENT

IS SYSTEMS DEVELOPMENT SERVICES SENIOR/ IS SYSTEMS DEVELOPMENT SERVICES SPECIALIST

TECHNOLOGY SERVICES DIVISION, BUSINESS INTELLIGENCE SERVICES

Job Announcement Code: 09-03055

Please read the following statements, sign below, fill out the information requested, and return this form attached to your completed examination/application materials.

I understand that the Achievement History Questionnaire is a screening device used prior to the interview and that the practice or attempt to practice any deception or fraud will result in my application being withdrawn or that I will be removed from the position if I am hired.

WISCONSIN ADMINISTRATIVE CODE

Section ER-MRS 6.10, Wis. Adm. Code, states ". . . the administrator may refuse to examine or certify an applicant, or may remove an applicant from a certification:

- (5) Who has made a false statement of any material fact in any part of the selection process;
- (7) Who practices, or attempts to practice, any deception or fraud in his or her application, certification, examination or in securing eligibility or appointment;
- (10) Who has in any manner gained access to special or secret information regarding the content of an examination."

WISCONSIN STATUTES:

Section 230.43, Wis. Stats., "Misdemeanors; how punished. (1) Obstruction or falsification of examinations. Any person . . . (c) who willfully or corruptly makes any false representations concerning the same (examination) . . . or (d) who willfully or corruptly furnishes any person any special or secret information . . . shall for each offense be guilty of a misdemeanor.

(3) Penalty. Misdemeanors under this section are punishable by a fine of not less than \$50.00, nor more than \$1,000.00, or by imprisonment for not more than one year or both."

I certify that I have read and acknowledge that I understand the preceding two excerpts from the Wisconsin Administrative Code, ER-MRS 6.10, and Wisconsin Statutes, s. 230.43 which relate to security of examination information and falsification of information in any part of the selection process. I also certify that my responses to the questions on this Achievement History Questionnaire are true to the best of my recollection and that I can document these experiences if required to do so at some future date.

SIGNATURE: _____ DATE: _____

NAME (PRINT): _____ SSN: _____

ADDRESS: _____ HOME: _() _____

CITY, STATE, ZIP: _____ WORK: _() _____

IS SYSTEMS DEVELOPMENT SERVICES SENIOR/ IS SYSTEMS DEVELOPMENT SERVICES SPECIALIST

Exam Question #1 *(Limit your response to 3 pages, double-spaced, typed and font no smaller than 10)*

Describe in detail your years of work experience and training in developing, supporting and maintaining information management, knowledge management and data warehousing systems. Include in your response the following:

- a. Knowledge and experience in gathering Business Requirements for the purpose of developing and enhancing the systems.
- b. Knowledge and experience in performing systems analysis and design for the purpose of developing and enhancing the systems.
- c. Knowledge and experience of database modeling as it relates to data warehousing.
- d. Examples of extract, transform and load jobs you developed according to business requirements in a data warehouse and non-data warehouse environment.
- e. Examples of end-user reports in a data warehouse and non-data warehouse reporting environment.

Exam Question #2 *(Limit your response to 3 pages, double-spaced, typed and font no smaller than 10)*

Describe in detail your years of work experience and training in using various Business Intelligence Tools and programming languages. Include in your response the following:

- a. Development of reports using HTML and/or JavaScript.
- b. Development of programs/applications in Java.
- c. Experience in processing data through the use of XML maps and the XML language.
- d. Development of ANSI SQL views to support end-user reports.
- e. Development of ETL jobs in SAS Data Integration Studio (or similar development tool i.e. Informatica, etc.)
- f. Development of Information Maps in SAS Information Map Studio (or similar development tool i.e. Business Objects Universes, etc.)
- g. Your knowledge and experience in developing statistical reports in SAS Enterprise Guide (or similar development tool i.e. SPSS, etc.)
- h. Your knowledge and experience in developing interactive linking reports in SAS Web Report Studio (or similar development tool i.e. Business Objects, etc.)

Exam Question #3 **★Complete this question in addition to questions 1 and 2 if you are applying for the Specialist classification.** *(Limit your response to 3 pages, double-spaced, typed and font no smaller than 10)*

Describe in detail your years of work experience and training either managing or participating in IT projects. Include in your response:

- a. Specific example(s) of projects you were involved in, the extent of your responsibilities and roles within each project.
- b. What specific project methodology was followed and its relative rigor (formal project documentation).
- c. The types of software products used to manage the project and how they were used within the project.

IS SYSTEMS DEVELOPMENT SERVICES SENIOR

Position Summary

Provide technical development and coding support in the Department of Revenue's data warehousing and data mining application systems. Participate in the data utilization area for the DOR through the use of data warehousing, data mining, data analysis and other tools. Participate in the analyses and development of data marts supporting specific business needs. Participate in program design, database architecture, metadata and repository creation. Participate in the development of the full life cycle of a data warehousing/data mart project, which includes: the collection of business questions to be addressed, the identification of data elements, the design, testing and implementation of the data Extraction, Transformation and Loading (ETL) process. Participate in teams of business and systems personnel to establish a common understanding of information needs and methods to achieve the same; Develop and refine system specifications to ensure the desired business rules and outcomes are achieved. Assist in the establishment of best of class business practices and in the presentation of solutions to both business and technical personnel. Actively promote information resources available across WI DOR business divisions.

The position requires working knowledge of business requirements analysis, systems analysis and design, data modeling and design, and general data processing methods as they pertain to the utilization of data from processing systems. This position uses data mining and data analysis tools, e.g. OLAP tools, and must be capable of mastering and mentoring new or specialized software or techniques within the Business Intelligence Services Team.

This position is responsible for establishing and maintaining excellent customer and peer relationships.

This positions requires all data and confidential information to be handled securely and professionally at all times. On occasion it may require evening or weekend work for the monitoring of load jobs and schedules.

This position reports to the Director of the Bureau of Business Intelligence Services and works under general supervision.

Time % Goals and worker activities

- | | | |
|-----|-----|--|
| 15% | A. | Provide user support in the data warehousing and utilization area. Provide support and actively promote expanded collaborative reporting services supported by the Business Intelligence Services Information Center. |
| | A1. | Assist and support information management, knowledge management and data warehousing directions for the agency. |
| | A2. | Educate and mentor users and support team in the services available within the Information Center. |
| | A3. | Develop tangible report products that can be used by Business users in support of the Information Center. |
| | A4. | Provide excellent customer service, responding to inquiries and requests in a timely, thorough and correct manner. |
| 60% | B: | Participate in analysis, design, and programming tasks needed to develop, enhance and maintain database warehouse programs and systems according to Department methodologies. |
| | B1 | Create and/or modify data warehouse extract transform and load jobs to enhance security, and reliability of data warehousing tools using customer business requirements. |
| | B2 | Develop extract, transform and load jobs, processes and reports to execute in batch or interactively according to business requirements. |
| | B3 | Build and debug software components using approved DOR development toolkits in an integrated development environment. Develop reusable software and procedures that integrate two or more applications. |
| | B4 | Develop reusable software test scripts and plans. |
| | B5 | Develop a high level of proficiency in specialized tools required for assigned area of responsibility and mentor other DTS staff in its use. |
| | B6 | Document data warehouse tools, reports and data sources for DOR audiences that includes system documentation for other IS developers and operations documentation (Operdocs) for Production Services staff. Documentation is further needed for data administrators, network coordinators, application business users, and application trainers. |
| 20% | C. | Develop reports as directed in the Data Warehouse Reporting and OLAP (On-line Analytical Processing) tools. Participate in the deployment, maintenance and user support of data access tool(s). |
| | C1. | Identify and enable users to access data in a manner consistent with their business goals. Profile the user communication early in the data warehouse iteration. |
| | C2. | Obtain complete knowledge of the physical database schema. |
| | C3. | Train and support users on tool usage |

- C4. Train and support users on available data sources and how those sources can meet their reporting needs.
 - C5. Establish and maintain excellent customer relationships and peer relationships.
- 5%
- D: Participate in Employee Development Programs
 - D1: Regularly network with other staff about project management techniques, application tools and techniques.
 - D2: Improve business knowledge, leadership and interpersonal skills through independent study, by attending DOR approved training courses, workshops, professional user groups and seminars.
 - D3: Engage in technical training with an emphasis in the areas of systems analysis, project management, data warehousing and other Business Intelligence related technology topics.

Knowledges, Skills, and Abilities

- Ability to develop reports and process data in data warehouse tools, such as SAS Data Integration Studio, Enterprise Guide, Information Map Studio and Web Report Studio.
- Ability to participate in business requirements analysis
- Ability to analyze and transform customer business requirements into system specifications.
- Ability to develop workflow procedures and test procedures
- Ability to conduct system testing and to communicate outcomes
- Ability to write technical and user documentation
- Knowledge of and ability to conduct systems analysis and design
- Knowledge of and ability to conduct data modeling and design
- Knowledge of general data processing methods as they pertain to the utilization of data from processing systems.
- Knowledge of SAS Data Integration Studio software
- Knowledge of database query method SQL
- Knowledge of XML, Javascript and HTML
- Knowledge of personal computer database software and applications (WORD, Access, Excel, and Visio)
- Effective team member skills
- Effective oral and written communication skills.

IS SYSTEMS DEVELOPMENT SERVICES SPECIALIST

Position Summary

Provide technical and project management expertise in the analysis and design of the Department of Revenue's data warehousing and data mining application systems. Assist in the data utilization area for the DOR through the use of data warehousing, data mining, data analysis and other tools. Lead in the performance of analyses, development and evaluation of data marts supporting specific business needs. Provide technical expertise in data design, database architecture, metadata and repository creation. Participate in the management of the full life cycle of a data warehousing/data mart project, which includes: the collection of business questions to be addressed, the identification of data elements, the design, testing and implementation of the data Extraction, Transformation and Loading (ETL) process. Lead teams of business and systems personnel to a common understanding of information needs and methods to achieve the same; Develop and refine system specifications to ensure the desired business rules and outcomes are achieved. Assist in the establishment of best of class business practices and in the presentation of solutions to both business and technical personnel. Actively promote information resources available across WI DOR business divisions.

The position requires advanced working knowledge of business requirements analysis, systems analysis and design, data modeling and design, and general data processing methods as they pertain to the utilization of data from processing systems. This position uses data mining and data analysis tools, e.g. OLAP tools, and must be capable of learning and applying new or specialized software or techniques.

This position is responsible for establishing and maintaining excellent customer and peer relationships.

This positions requires all data and confidential information to be handled securely and professionally at all times. On occasion it may require evening or weekend work for the monitoring of load jobs and schedules.

This position reports to the Management Information Manager and works under general supervision.

Time % Goals and worker activities

- 15% A. Provide user support and collaboration in the data warehousing and utilization area. Address knowledge management issues with broad technical and strategic implications. Provide support and actively promote expanded collaborative reporting services supported by the new Information Center.
- A1 Lead and support information management, knowledge management and data warehousing directions for the agency.
- A2 Lead in the education and mentoring of users and support team in the new services available within the new Information Center.
- A3 Listen to customer business needs and translate those needs into a tangible report product that can be developed by the users and/or collaboratively through the Information Center Development Team.
- A4 Design models and provide direction to customers and other appropriate IS staff on appropriate use of the complex or emerging technology.
- 60% B: Conduct analysis, design, and programming tasks needed to develop, enhance and maintain database warehouse programs and systems according to Department methodologies.
- B1 Discover, analyze, organize and document data warehousing business requirements and data requirements.
- B2 Lead, develop and review complex specifications to support extract transform and load jobs, processes and reports to execute in batch or interactively according to business requirements.
- B3 Lead in the diagnosis and resolution of complex problems related to developed systems as related to data warehousing.
- B4 Lead, develop and coordinate complex integration test plans. Coordinate tests with business areas, assisting business area experts and program liaisons with the analysis of test results.
- B5 Recommend changes or improvements to management.
- B6 Document data warehouse tools, reports and data sources for DOR audiences that includes system documentation for other IS developers and operations documentation (Operdocs) for Production Services staff. Documentation is further needed for data administrators, network coordinators, application business users, and application trainers.
- B7 Provide information, direction, and training in the SAS Portal Environment, SAS tools and additional data warehousing development techniques and methodologies to IS Professionals at the senior level or lower and other IS staff as needed.
- 20% C. Perform as the agency Reporting and OLAP (On-line Analytical Processing) specialist. Manage the deployment, maintenance and user support of data access tool(s).
- C1 Maintain a high-level view of the Reporting/OLAP environment and ensure fit-for-purpose tool usage
- C2 Identify and enable users to access data in a manner consistent with their business goals. Profile the user communication early in the data warehouse iteration.
- C3 Obtain complete knowledge of the physical database schema.
- C4 Lead in the training and support of users on tool usage
- C5 Lead in the training and support of users on available data sources and how those sources can meet their reporting needs.
- C6 Establish and maintain excellent customer relationships and peer relationships.
- 5% D: Participate in Employee Development Programs
- D1 Regularly network with other staff about project management techniques, application tools and techniques.
- D2 Improve business knowledge, leadership and interpersonal skills through independent study, by attending DOR approved training courses, workshops, professional user groups and seminars.
- D3 Engage in technical training with an emphasis in the areas of systems analysis, project management, data warehousing and other Business Intelligence related technology topics.

Knowledges, Skills, and Abilities

- Knowledge of and ability to apply fundamental project management techniques
- Knowledge of and ability to fulfill DOR project management methodology requirements
- Knowledge of SAS Data Integration Studio and other tools within the SAS Business Intelligence Platform
- Strong ability to problem solve in the area of data warehousing
- Ability to review and constructively correct reports and programs developed by Business Intelligence Services Team
- Effective team member and team mentoring skills
- Ability to analyze and transform customer business requirements into system specifications.
- Knowledge of and ability to effectively use database query method SQL
- Knowledge of and ability to effectively use XML, Javascript and HTML
- Knowledge of personal computer database software and applications (WORD, Access, Excel, Visio)
- Ability to develop workflow procedures and test procedures

- Excellent Oral and written communication skills