POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

1. Position No.	2. **Cert** / Reclass Request No.	3. Agency No.
033458	1001530 Effective:	566

4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS
	Wisconsin Department of Revenue (DOR) Division of Technology Services (DTS) Application Services Bureau WINPAS Project/QA Section

6. CLASSIFICATION TITLE OF POSITION	
IS Systems Development Services Senior	Project Management Unit 2135 Rimrock Road, MS 4-224 Madison, WI 53714

7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT
	Radnee Dighe, IS Systems Development Serv Senior

9. AGENCY WORKING TITLE OF POSITION	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
IT Project Manager	N/A

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?
Theresa Bonds Management Information Chief	

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?   Yes [ ]   No [x]

IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

   SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

— GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
— WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
— TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES (Continue on attached sheets)
	SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

   a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [x] general.

   b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

   Signature of first-line supervisor _____Date _____
   *Position Description approved 4-3-24 by supervisor

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

   I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

   Signature of employee _____Date _____
   _____

18. Signature of Human Resources Manager _____Date _____

   *Position Description approved 4-3-24 by Shannon Byrnes (DOR/DVA HR Spec-SR) for prior incumbent (Radnee Dighe Effec 8/26/24 24-9931)

IS Systems Development Services Senior (Position #033458) 03/26/25

<u>POSITION SUMMARY</u> (Line 14)

This is a senior level IT Project Manager position responsible for performing IT project management for application and development technology for the Wisconsin Income Processing and Audit System (WINPAS) application. This position will plan and manage the delivery of project solutions and application development technology for the Department of Revenue within the Division of Technology Services (DOR).

This will include coordinating activities of project teams and stakeholders, identifying appropriate resources needed, and developing schedules to ensure timely project completion. This individual will work closely with the functional business groups within DOR to ensure successful deployment of application solutions.

This position will interact with internal and external stakeholders as well as IS managers and staff in the completion of assigned duties improving the quality of the Wisconsin Income Processing and Audit System (WINPAS) application. This position will support the agency's project and development methodologies, standards, and policies. Additionally, it is responsible for the delivery and performance of WINPAS application enhancements and performance. This work will also include coordinating with subject matter experts regarding policy, compliance, audit, tax operations, and customer service, in activities such as Solution Requests Queue (SQRs) and IS projects.

This position works with a variety of DOR divisions and vendor personnel in accomplishing job duties.

This position performs work under the general supervision of the WINPAS Project/QA Section Management Information Chief.

<u>TIME %</u>   <u>GOALS AND WORKER ACTIVITIES</u> (Line 15)

65%   A. Manage and coordinate IT project related activities according to the Department of Revenue project methodology.
   A1. Implement major policy decisions, help establish scope and parameters of issues, and participate in the decision-making process to ensure project success.
   A2. Support management of overall project planning/phases of DOR project life cycle implementation and allocation of appropriate resources.
   A3. Responsible for delivery of the technical business solution.
   A4. Assist in assembling project teams, identifying key stakeholders, producing project artifacts, capturing and managing project risks, action items, issues and key decisions through the project lifecycle.
   A5. Follow established change control processes if targets cannot be met.
   A6. Provide status reports and assist in developing the strategy and roadmap for the project.
   A7. Responsive to stakeholder needs by collaborating effectively and promoting transparency with stakeholders to successfully deliver projects.
   A8. Creates a project plan, monitors progress and performance against the project plan, identifies, resolves, or escalates risks and issues.
   A9. Set priorities, and collaborate with project staff to meet project targets and milestones.
   A10. Ensure all requirements, project plans, and resolved issues and changes are communicated to all affected team members.
   A11. Assist with managing activities of 3rd party vendors where applicable ensuring they are integrated into the project and organization.
   A12. Verify state and vendor product deliverables are prepared in accordance with the department standards.
   A13. Apply and follow standard software development practices including but not limited to Agile in the project life cycle.
   A14. Participate in management and peer group reviews to ensure the quality of the system project, obtain required signoffs and final approvals for implementation of projects.

A15. Review and assist with changes to the project through a formally defined change process. Additionally, gather consensus for decisions in the project decision log and change request log that present during the project lifecycle.

A16. Help facilitate quality assurance activities throughout the development of the project lifecycle including business validation of requirements through UAT, prototype demos, peer reviews of designs and code, test strategy and execution for unit, system, acceptance, regression and performance.

A17. Perform assigned tasks related to the release verification and promotion process for the Wisconsin Income Processing and Audit System (WINPAS) application.

A18. Contribute to the definition and collection of project metrics that can be used to improve the DOR QA processes and procedures.

A19. Adhere to DOR Values: Integrity, Knowledge, Innovation, Inclusivity, Security and Empathy.

20%   B.   Assist customers and stakeholders in the identification and effective resolution of IT needs.

B1. Support the identification of accurate and complete business and functional system requirements by providing project management and or technical guidance to business analyst or division personnel and system owners.

B2. Collaborate with the FAST system vendor to assure system design specifications are correct and agreed upon.

B3. Assist subject matter experts with translating their security considerations into applications security specifications.

B4. Participate in management and peer group reviews to obtain required signoffs.

B5. Analyze Federal, State Tax IT legislative bills and determine impacts on IS systems, and the tax programs managed by Department of Revenue.

B6. Work with project team members to determine the level of effort to build solutions for projects and enhancements. Assist in identifying key assumptions based on the scope of the project to justify development estimates.

B7. Represent the Bureau by maintaining a true business partnership with customers at all times.

10%   C.   In collaboration with senior staff, work on well-defined project management tasks and objectives in IT and business related projects where the tasks, objectives, scope, costs and risks are defined.

C1. Provide input to continually drive process improvements and efficiencies within project management.

C2. Create, use and/or maintain documentation to provide a strategic direction and technical assistance to manage the IS quality assurance program by continuous analysis of emerging technology products and services for us in DOR QA environments.

C3. Regularly consult with other DTS staff about project management techniques, application tools and new development techniques.

5%   D.   Participation in Employee Development Programs

D1. Attend appropriate training

D2. Improve business knowledge and technical skills by conducting independent study, attending DOR approved training courses, workshops, professional user groups and seminars.

D3. Develop a balanced training plan of continual improvement with regard to analysis, application programming, project management, leadership, technology and interpersonal skills.

D4. Complete all agency and division mandatory training including securing Federal Tax Information and security awareness training on the latest threats and risk mitigation strategies.

D5. Perform other duties as assigned.

KNOWLEDGES, SKILLS AND ABILITIES

1. Broad knowledge of software applications project development life cycle process such as planning, analysis, design, coding, testing, implementation, support etc.
2. Knowledge of the WINPAS application and the impact on users.
3. Knowledge of DOR and DTS policies, procedures, standards, and internal applications.
4. Demonstrated ability to lead major projects to completion within scope, and timeline.
5. Continuous improvement mindset to optimize processes and improve efficiencies.
6. Proven ability to collaborate with senior leaders, functional and cross-functional teams to drive for exceptional performance.
7. Experience in project scheduling and risk analysis and mitigation.
8. Experience in Waterfall, agile, iterative and hybrid project management methodologies.
9. Experience leading successful project teams.
10. Experience in partnering with executive sponsors, business owners and core team members to develop and deliver projects.
11. Demonstrated ability to lead projects to completion within scope, and timeline.
12. Broad knowledge in critical thinking, decision making and problem-solving capabilities.
13. Continuous improvement mindset to optimize processes and improve efficiencies.
14. Strong oral and written communications skills. Ability to communicate complex technical concepts to non-technical customers.
15. Strong team/relationship building skills.
16. Facilitation and conflict management skills.
17. Proactive, detail-focused problem solving skills.
18. Knowledge of project management processes and methodologies.
19. Ability to multi-task between projects.
20. Strong interpersonal, communication and presentation skills.
21. Time management skills with the ability to manage shifting goals, priorities and deadlines.
22. Excellent organizational skills.