

POSITION DESCRIPTION
DER-PERS-10 (Rev. 07/97)
State of Wisconsin
Department of Employment Relations

FREE

1. Position No. 050078	2. Cert/Reclass Request No. 825-5044	3. Agency No. 435
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4. NAME OF EMPLOYEE
Buhr, Frederick

5. DEPARTMENT, UNIT, WORK ADDRESS
Department of Health and Family Services
Division of Management and Technology
Bureau of Information Systems
1 West Wilson Street
Madison WI 53702

6. CLASSIFICATION TITLE OF POSITION
IS Technical Services Specialist

7. CLASS TITLE OPTION (to be filled out by Personnel Office)

8. NAME AND CLASS OF FORMER INCUMBENT

9. AGENCY WORKING TITLE OF POSITION

10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
Don Rust, Contractor

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR
Dorene Wohlferd, IS Supervisor 2

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THE POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes No
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84).

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

(See Attached)

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions)

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

TIME %	GOALS AND WORKER ACTIVITIES
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(See Attached)

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

a. The supervision, direction and review given to the work of this position is close limited general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and date attachments.)

Signature of first-line supervisor *Dorene Wohlferd* Date *5-18-05*

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. (Please initial and date attachments.)

Signature of employee *Frederick J Buhr* Date *5-18-05*

18. Signature of Personnel Manager *Bonnie G. Alexander* Date *5-24-05*

-File Department of Employment Relations Employee Department File Cert Request Copy

CLASSIFICATION TITLE- SUB-TITLE
Technical Services Specialist

JAB
5/18/05

POSITION SUMMARY

Under the general direction of the Technical Process Unit Manager and the Technology Services Section Chief, this high-level position is expected to function as a team and project leader that can take on a wide variety of advanced technical projects and issues. The incumbent must be able to balance a large workload, and manage activities that require high learning curves using a self-managed work ethic.

This position will function as high-level technical support to manage department-wide security administration for network accounts, directories and system administration. Hands on precision, accuracy and attention to detail is required as the incumbent will support, document and implement Network Access rights for all DHFS users, following strict configuration standards, strong security standards, and with a goal of reliability, stability, and data integrity. A thorough knowledge is required of software licensing to ensure compliance.

An integral part of being a Technical Specialist is working to improve processes with an emphasis on effective communication with management, co-workers and DHFS customers. The ability to see issues from an enterprise point-of-view is also critical as the incumbent represents BIS on various workgroups and committees.

(Rated PD
Only)

<u>TR1</u>	<u>TR2</u>	<u>TIME %</u>	<u>GOALS AND WORKER ACTIVITIES</u>
		40%	A. Support, document and implement Network Access rights for users on the DHFS statewide network. A.1 Provide advanced technical services to DHFS customers making efficient use of resources. A.2 Consult with Technical Services Section technical staff to assist in LAN/WAN security management. A.3 Effectively use network administration tools and functions such as Console One and NetAdmin. A.4 Investigate, develop and install protocols to maximize performance and security in the LAN/WAN environment. A.5 Effectively use tools for both workstation and EPO deletion processes. A.6 Consult with LAN/WAN technical support peers and vendor technicians to investigate and resolve complex network problems. A.7 Assist the HFS Software License Manager with license compliance on all software requests. A.8 Work with other BIS units to help minimize the impact of assigned changes on network activities or services to the LAN/WAN customer base. A.9 Communicate status effectively through accurate and timely change/problem event logs.
		30%	B. Provide advanced, hands-on technical service and support to manage DHFS network wide security for LAN/GroupWise accounts and required for associations to applications. B.1 Monitor the Network Access Process in TPU to ensure customer needs are met in a timely manner.

- B.2 Provide responsive resolution of network and data access requests (NARs and DARs).
 - B.3 Provide accurate, timely, high-quality service ensuring all components of the DHFS architecture (desktop, LAN, WAN, applications, software, infrastructure) are managed appropriately.
 - B.4 Document network application dependencies and requirements in Network Administrator notes and NetworkAccess documentation.
 - B.5 Ensure Department security officers are trained in the process and requirements for submitting security access requests through the NAR process.
 - B.6 Provide project management for customer initiatives.
 - B.7 Ensure timely completion of projects, meet customer expectations and provide a process to evaluate results for potential process improvements on future projects.
- 25% C. Provide proper communications, follow up and customer service to DHFS customers, management and peers.
- C.1 Provide timely, comprehensive status reporting in the Resource Management System (RMS) for changes and problems.
 - C.2 Distribute Global communications to technical users with relevant updates, closures and resolution information.
 - C.3 Provide weekly Global closure reports with resolution information.
 - C.4 Serve as team leader and/or participate in advisory groups and committees as assigned.
 - C.5 Provide backup support to CSMs for the Daily Communiqué.
 - C.6 Share information effectively and appropriately with BIS management and team members.
- 5% D. Maintain a high level of knowledge necessary to meet objectives and personal growth.
- D.1 Participate in activities which provide continued up-to-date knowledge of Local and Wide Area Networking technology.
 - D.2 Attend appropriate training courses, conferences and seminars and present selected topics to team and management staff.
 - D.3 Review trade and vendor publications and reference manuals and present findings to TSS management.
 - D.4 Recommend standards, procedures and techniques to improve the Technical Services Section and the Bureau of Information Systems.
 - D.5 Review internal status reports, planning documents, meeting minutes and workshop notices.
 - D.6 Consult with the technical support group(s) in the areas of planning and implementation of new systems.

JAB
5/18/05

KR1

KR2

KNOWLEDGE AND SKILLS

Extensive knowledge of Novell NDS and NetWare

Extensive knowledge of Microsoft WINXP

Extensive knowledge of GroupWise e-mail software

Extensive knowledge of Novell NetWare Administrator and Console One

Knowledge of network architectures and topologies

Knowledge of backup hardware and software

Ability to work on assigned projects independently

Knowledge of desktop imaging and customization

Knowledge of problem, change and asset management in RMS system

Advanced systems design and administration techniques

Strong troubleshooting skills

Project planning and management skills

Skills in leadership and decision making

Teamwork and team building skills

Ability to communicate effectively with all levels of management and staff

Extensive knowledge of best practice security processes and procedures

Experience in establishing reasonable exception policies

Ability to manage multiple concurrent activities

Knowledge of Software Licensing process

Knowledge and experience in providing thorough technical documentation

7/13
5/18/05

One-On-One Meeting to Discuss Fiscal Year 2006 Goals and Expectations.

Employee: Fred Buhr

Date: 6-20-05

- **Your expectations of me**
 - Follow the Leadership Core Competencies (see attached)
 - Improve work environment
 - Available and accessible
 - Provide clear directions and expectations
 - Mentors employees to provide access to management and professional colleagues to help them build their network of resources
 - Develop harmony on the team through mentoring and coaching
 - Assist employees in identifying career goals and related training opportunities
 - Listen to and support employees, understanding the human factors that make change difficult and involving them in the change process

- **My expectations of you (standard for all staff)**
 - Follow the DOA Core Competencies (see attached)
 - Let me know when I'm not following the Leadership Core Competencies
 - Ensure effective written and verbal communications are concise, clear, objective and sensitive to the stated purpose
 - Be available and ready to provide customer support during scheduled work hours
 - Treat co-workers with respect (see Core Competencies)
 - Discuss with me any workplace issues/concerns & your ideas for improvement
 - Display a positive attitude through respectful, courteous, enthusiastic interactions with co-workers, customers and supervisors

- **Your current roles/functions**
 - Provide advanced, hands-on technical service and support required to manage HFS network wide security implementation for LAN / GroupWise accounts and for associations to applications.
 - Participate in processes that enhance the services provided to DHFS enterprise wide customers, such as NetworkAccess, Global Notification and the Daily Communiqué .
 - Provide timely, comprehensive documentation and event logs for RMS Change, Problem and NetworkAccess processes.
 - Provide customer communications in the global notification/update/resolution process

- **Goals for FY06, and how can I help you achieve them**
 - Meeting the Service Level expectations of our HFS customers
 - Complete the HFS One Stop NetworkAccess Training Process and continually refine and document the process
 - Continue Process of DET HFS Technical Consolidation with an emphasis on implementing a DET One Stop process

- **Training needs**
 - Active Directory

- **Other/Miscellaneous Items**
 - How can the attitude/morale among co-workers be improved?
 - How do you see yourself in your new role at DET? What can we do to prepare you for that role?

Leadership Performance Standards

Communicator

- Available and open to others, and solicits input and feedback.
- Provides clear directions to staff regarding work assignments, work products and deadlines, and offers regular feedback (positive and negative).
- Recognizes who needs to know what and plans communications to meet the broad range of needs.
- Provides others with the opportunity to present their ideas completely with minimal interruptions, seeks clarification when a point is not understood, and accurately and objectively summarizes the significant outcomes.



Mentor

- Shares time and talents and demonstrates this by maintaining an open door policy to employees.
- Assists employees in identifying career goals and related training opportunities and identifying steps and strategies for success.
 - Monitors development of employees, provides frequent feedback and provides opportunities for employees to accept increased responsibilities.
 - Exposes employees to upper management and professional colleagues so the employees can build their own network of resources.

Coach

- Develops harmony and trust among employees by delegating tasks and allowing employees to complete the tasks without constant supervision/second guessing and then gives commendation for a job well done.
- Fosters team approach in decision making and demonstrates loyalty by fairly refereeing disputes among staff in a non-judgmental but decisive fashion.
- Identifies, secures and allocates resources (funding, equipment, training, etc.) to support the team's endeavors, consistent with the Department's priorities.

Role Model

- Sets examples of honesty, integrity, and humility by sharing and/or demonstrating techniques for problem solving, customer service and positive leadership skills that include these key components.
- Demonstrates accessibility to staff by promptly returning phone and e-mail messages and by stopping to visit at the employee workstation/worksite.
- Presents a professional and friendly image using body language that is open/friendly and dresses appropriately for the setting.
- Shows care and support to employees in their personal lives through expressions of encouragement appropriate to the circumstance.

Change Agent

- Fosters creative and innovative thought-processes, and regularly encourages staff to constructively challenge the status quo.
- Communicates and focuses on desired outcomes, while encouraging flexibility in achieving them, and accepting risks for setbacks that will occur as a part of the change process.
- Understands the human factors that make change difficult, and acknowledges and addresses these factors when planning for changes.

Shield

- Effectively intercedes in conflicts between staff and others when appropriate, on behalf of the staff member.
- Constructively addresses performance issues in an effective and private but respectful and tactful manner.
- Frequently gives credit to individual staff and team as a whole for contributions and accepts blame for others when necessary.
- Regularly offers insight as to potential pitfalls when assigning tasks.

Employee Core Competencies

As DOA employees we strive to meet or exceed the expectations of the public and other customers by providing efficient, high-quality state government services.

Communicator

- Communicates clearly and concisely in verbal, written and electronic formats. Listens to achieve understanding. Is always professional and courteous.
- Understands that statewide issues and departmental priorities may affect daily work and recognizes the responsibility to be informed. Uses sources of information such as the intranet, on-line newsletter, and department-wide e-mails/bulletins.
- Solicits clarification on work assignments, check-in points, and deadlines as necessary. Keeps supervisor and other staff informed as appropriate.
- Presents ideas and information at a level of detail appropriate to the audience. Is open to both positive and negative feedback.

Team Player

- Contributes toward making each workday a favorable experience by maintaining a positive attitude, avoiding negativity, and being someone co-workers like to be around.
- Is a willing participant. Shares expertise and acknowledges it in others.
- Works harmoniously as a team member or as a team leader. When conflicts occur, is proactive in discussing possible areas of agreement, communicating rational arguments, suggesting new options that may satisfy the needs of all parties and accepting the decisions.
- Recognizes customer needs and advocates as appropriate for them.

Innovator

- Is open minded, flexible, and responsive to innovations that improve business processes.
- Is creative when bringing common sense solutions to the table for problems or issues that are identified.
- Knows when to take risks and then acts.
- Accepts the possibility of failure and minimizes risk by asking pertinent questions and communicating routinely with supervisor. When failure occurs, recognizes the learning opportunity, applies lessons learned, and doesn't quit taking risks.

Learner

- Demonstrates a basic command of and a willingness to learn skills important to the success of all employees, including effective time management, interpersonal skills, and appropriate technical expertise.
- Is interested in growth and development and strives to constantly increase and apply knowledge. Stays abreast of changes in field of work.
- Is willing to participate in divisional, cross-divisional, and multi-agency teams and projects. Recognizes the learning opportunities and value of working with people outside the immediate work area.
- Identifies career goals and related training opportunities and pursues strategies for success.

Role Model

- Sets examples of honesty, integrity, respect, and humility.
- Displays a positive attitude through respectful, courteous, enthusiastic, and confident interactions with co-workers, customers and supervisors.
- Shows openness, caring, and support for others while listening and responding to their needs and concerns, and respecting privacy and cultural differences.
- Is approachable, uses open/friendly body language, and dresses appropriately for the setting.

Work Ethic

- Demonstrates a strong work ethic encompassing initiative, motivation, commitment, and productivity while encouraging others to do likewise.
- Shows dependability in attendance, being fully engaged in job duties and meeting deadlines.
- Treats customers with respect and responds promptly and positively to their needs.
- Listens with an open mind and is not defensive when performance issues are constructively addressed.
- Makes decisions within the parameters of one's job and authority, and accepts responsibility for those decisions.



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ADMINISTRATION