



STATE OF ARKANSAS
**Department of Finance
and Administration**

OFFICE OF PERSONNEL MANAGEMENT
Administrator's Office
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May 10, 2018

Senator John Cooper, Co-Chairperson
Representative Les Eaves, Co-Chairperson
Uniform Personnel Classification and
Compensation Plan Subcommittee
Arkansas Legislative Council
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Information Services and asks for your approval to accept this request as a supplemental agenda item for the committee meeting on May 17, 2018.

When the deadline for submissions for the May agenda arrived, OPM was still performing its classification and compensation study regarding the new titles within this request. The performance of OPM's due diligence regarding this request took longer than expected.

OPM respectfully requests your approval to add this item to the May 17, 2018 meeting as a supplemental agenda item. Thank you for your kind consideration of this request.

Sincerely,

A handwritten signature in blue ink that reads "Kay Barnhill".

Kay Barnhill
State Personnel Administrator



STATE OF ARKANSAS
**Department of Finance
and Administration**

**OFFICE OF PERSONNEL MANAGEMENT
Classification & Compensation**
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May 17, 2018

Senator John Cooper, Co-Chairperson
Representative Les Eaves, Co-Chairperson
Uniform Personnel Classification and
Compensation Plan Subcommittee
Arkansas Legislative Council
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Co-Chairs:

The Office of Personnel Management (OPM) submits a request from the Arkansas Department of Information Services (DIS) for your review.

DIS is requesting twelve (12) positions from the OPM surrender pool established by Ark. Code Ann. §21-5-225(a)(1). The classifications being requested will establish eleven (11) new titles and use one existing title. The positions being surrendered are listed below:

<u>POSITIONS SURRENDED</u>	<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
22087611	State Systems Architect	D006N	IT10
22087342	State Systems Architect	D006N	IT10
22169322	Sr. State Server Administrator	D125C	IT09
22158522	Information Systems Manager	D007C	IT08
22087479	Computer Support Manager	D035C	IT07
22087440	Software Engineer	D027C	IT06
22087542	Software Engineer	D027C	IT06
22087564	DIS Project Manager	D049C	IT06
22087353	State Systems Specialist	D023C	IT06
22087441	Software Engineer	D027C	IT06
22087325	State Systems Analyst	D045C	IT05
22087329	State Systems Analyst	D045C	IT05
22087580	State Systems Analyst	D045C	IT05
22087391	Website Developer	D064C	IT04
22087613	DIS Division Director	N079N	GS13
22087387	Public Information Coordinator	P013C	GS07
22087470	Fiscal Support Analyst	A091C	GS05

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 Representative Les Eaves, Co-Chairperson
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22087362	Help Desk Specialist	D077C	GS05
22087493	Computer Operator	D084C	IT02

<u>CLASSIFICATIONS REQUESTED</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>
DIS Division Administrator	D128C	IT11	\$99,920- \$144,884
DIS Enterprise Cloud Strategist	NEW	IT11	\$99,920- \$144,884
DIS Enterprise Cloud Architect	NEW	IT11	\$99,920- \$144,884
DIS Enterprise Cloud Engineer	NEW	IT11	\$99,920- \$144,884
DIS Enterprise Architect	NEW	IT11	\$99,920- \$144,884
Data Scientist	NEW	IT11	\$99,920- \$144,884
DIS IT Project Manager Director	NEW	IT10	\$89,541- \$129,834
DIS Network Architect	NEW	IT10	\$89,541- \$129,834
DIS Data Center Manager	NEW	IT10	\$89,541- \$129,834
Data Engineer	NEW	IT09	\$80,242- \$104,315
DIS IT Sourcing Project Manager	NEW	IT08	\$71,704- \$93,214
DIS IT Sourcing Project Manager	NEW	IT08	\$71,704- \$93,214

As the state's information technology needs change, DIS is seeking positions and classifications that will help it meet the state's needs in an evolving IT environment. Traditionally, data services for the state have been oriented toward on-premise storage and development. However, the IT environment for all businesses, including those in the public sector, are beginning a transition toward off-premises cloud storage and application hosting. Classifications that meet these rapidly evolving IT job roles do not exist within the current catalog of job classifications.

Current IT staff at DIS do not possess the requisite cloud management skills to manage this new area of development. Although agencies will continue to require considerable on-premise data support as they have in the past, DIS recognizes the need to provide a greater spectrum of cloud-based solutions. DIS is requesting to surrender nineteen vacant, budgeted positions and obtain twelve new positions from the position pool. Additionally, the agency requests the establishment of the eleven new titles listed above.

The Office of Personnel Management has reviewed this request and **recommends** the approval of the pool positions and the requested titles for Fiscal Years 2018 and 2019. Your consideration of this request is appreciated.

Sincerely,



Kay Barnhill
 State Personnel Administrator



Chief Fiscal Officer of the State

MAY 10 2018

Date

DIS ENTERPRISE CLOUD ENGINEER	IT11	\$99,920
DIS ENTERPRISE ARCHITECT	IT11	\$99,920
DIS NETWORK ARCHITECT	IT10	\$89,541
DIS DATA CENTER MANAGER	IT10	\$89,541
DIS IT SOURCING PROJECT MANAGER	IT08	\$71,704
DIS IT SOURCING PROJECT MANAGER	IT08	\$71,704
DATA SCIENTIST	IT11	\$99,920
DATA ENGINEER	IT09	\$80,242

To cover the cost of the new positions, we are surrendering 19 vacant positions, which combined with the elimination of the 7 positions and the change of personal services match, we will have a total cost savings of \$20,591. Therefore, we have worked closely with key agency stakeholders and devised a plan that will address four areas of critical need: (1) Enterprise Cloud Solutions; (2) IT Project Management; (3) Data Sources; and (4); and Succession Planning.

(1) Enterprise Cloud Solutions

As public cloud services mature, organizations are aggressively investing in "cloud-first" strategies and architectures. According to a recent 2017 study by Gartner, by 2020, 24% of the total addressable IT market will be cloud. To address this change in strategy and streamline data warehousing practices, we are requesting three new positions for Cloud implementation at the enterprise level: DIS Enterprise Cloud Architect DIS Cloud Engineer; and DIS Enterprise Cloud Strategist.

The DIS Enterprise Cloud Architect will define the Cloud Architecture for the state. This position will provide strategic enterprise technical advisory solutions for cloud management platforms and complete infrastructure solutions. This position will work directly with all stakeholders, internal and external and implementation teams to deploy cloud technologies, while providing technical leadership to build the DevOps capabilities within the organization.

The DIS Cloud Engineer is responsible for infrastructure project management, infrastructure processes, vendor managed services management and architecture delivery. This position is responsible for the design and building of distributed cloud systems that can be efficiently deployed, maintained and scaled along with optimization, reliability, and security of cloud services so that we are agile, dependable, and trustworthy. The Cloud Engineer also captures and monitors network usage and performance.

The DIS Enterprise Cloud Solutions Strategist operates as business technical leader across the organization. This position guides development teams to design high-quality technical solutions that fit the Enterprise Architecture and standards. This position educates application development managers, developers, and analysts on Enterprise Architecture Standards and evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss.

(2) IT Project Management

DIS is collaborating with the Department of Finance and Administration, Office of Procurement (OSP) to assess the current IT staff augmentation contract and create an RFP to seek a new staff augmentation contract. The goal of entering into a new staff augmentation contract is to create achieve cost savings for the state, increase competition and increase agility with IT staffing procedures for state agencies with ever changing IT needs. To manage this contract appropriately and to efficiently conduct project and IT operations resource planning for all state IT projects, DIS is requesting two additional positions for IT resource sourcing.

Currently, two resources from the DIS Enterprise Architecture team manage Act 557 responsibilities for the agency. After managing the responsibilities assigned to DIS for the last two years, we determined the volume of work is so significant that the staff is not able to effectively manage the simultaneous Enterprise Architecture program and Act 557 responsibilities.

The DIS IT Sourcing Project Managers will work with the Enterprise Project Management Office and the IT Procurement Office to deliver improved value to the state and drive enhanced performance and productivity through staff augmentation. The DIS IT Sourcing Project Manager develops policies and procedures governing the use of staff augmentation cooperative contracts.

The IT Project Management Director is responsible for establishing and overseeing the agency's Project Management Office along with strategic projects and initiatives. This position is responsible for ensuring the IT infrastructure is operating in a manner consistent with current agency demands and strategizing how to efficiently meet future business needs cost effectively.

(3) Data Sources

As noted in the Governor's Blue Ribbon Commission report on Recommendations on Advancing the Economic Competitiveness of Data Analytics and Computing in Arkansas, "Arkansas cannot afford to sit idly by as data analytics and computing transform the way businesses compete in the 21st century (Arkansas Governor Asa Hutchinson)." State data assets are growing in size and variety, the timeframes for delivering decisions and services are decreasing, and the complexity and scope of our services, processes, and challenges is increasing. To effectively leverage our state data assets for improved operational efficiency and service performance, a new generation of modern data and analytics roles are needed.

Data scientists are specialists with multidisciplinary skill sets in analytics, statistics, and software engineering coupled with substantial domain knowledge. These highly skilled resources draw insights from data and design models that forecast future outcomes, simulate scenarios, and prescribe and automate actions for optimal outcomes. The models and services a data scientist provides can greatly improve the efficiency and success of any large scale, data intensive effort such as data center consolidation, broadband implementations, Office 365 migration, IT Service Management, or IT Financial Management. As the State Chief Data Officer continues efforts to encourage and enable inter-agency

data sharing and holistic use of state data assets, this new role will be critical in realizing the gains that other states are seeing in reducing fraud, waste, abuse, recidivism, and operating costs and improving education, economic development, healthcare, and other public sector service delivery. This role will also provide training, outreach, and resources to increase analytics maturity across the enterprise.

As the state moves from siloed analytic applications to the shared information platforms necessary for digital government transformation, the data management and analytics architecture will grow in size and complexity. Data engineers design, build, and maintain the infrastructure to facilitate management and analysis of enterprise data resources at speed and scale. The data engineer role is essential to implementing and supporting a new generation of data platform to integrate state data assets, extend support to streaming, text, geospatial, and other nonrelational data sources, and operationalize the analytics models designed by data scientists.

(4) Succession Planning

To lower the risk associated with the skills gap for critical roles, we are requesting three new positions as current stakeholders are retiring next year. Not only are these positions critical to ongoing operations, initiatives based on their key roles are crucial to the streamlining efforts for the citizens of this state as we move to transform government through technology. It is also imperative we attract the right talent for these positions so current employees may pass on that knowledge to the new hires. To accomplish this, we need to establish new titles that closely align with current IT standards and our strategic mission, while bringing on the new talent before the critical employees leave their roles.

DIS needs to fill a vacant IT Director position that is currently graded as a GS position. To fulfill that need, we are requesting to surrender that position to obtain the correct grade and title for hiring needs (request for D128C) and align the position to the current authorized filled positions in our budget.

DIS and DF&A are collaborating, along with input from interested legislators, to create a more efficient, long term IT staffing plan for the State of Arkansas. Until a plan to achieve this goal is identified and consensus is achieved, filling these key roles is necessary to maintain continuity in current operations as well as allowing the agency to not delay data center optimization and transformation efforts. Failure to fill these necessary requests may lead to DIS' inability to adequately provide IT services to customers in support of the citizens of Arkansas. We appreciate your consideration for this request.

Sincerely,



Handwritten signature of Jessica Jones in cursive script.

Jessica Jones

CTO/Director



IT10 ?

DIS ENTERPRISE CLOUD STRATEGIST

Class Code: Grade: IT11

FLSA Status: Exempt

\$99,920 - \$122,402
(midpoint)

STATE OF ARKANSAS

JOB DESCRIPTION Cloud Systems Architect \$116 - \$111

SUMMARY:

The Arkansas Department of Information Systems (DIS) Enterprise Cloud Strategist operates as a business technical leader across the organization. This position guides development teams to design high-quality technical solutions that fit the Enterprise Architecture and standards. This position educates application development managers, developers, and analysts on Enterprise Architecture Standards and evaluate IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss.

TYPICAL FUNCTIONS:

Lead engagements that provide cloud strategy, cloud service strategy and services.

Collaborate with key stakeholders to transform business and technology operations.

Identify cloud adoption opportunities for public sector agencies.

Analyze and identify leading SaaS, PaaS or IaaS solutions for clients.

Identify security related risk and compliance requirements or gaps for cloud solutions.

Develop strategy, governance and pricing models for cloud service brokerage services.

Being subject matter expert and on a consultative role as it pertains to cloud adoption.

Performs other roles as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of Cloud, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) models, Business Continuity, Disaster Recovery concepts and replication technologies.

Ability to manage multiple and diverse Cloud-related capacity and demand management issues to resolution, with minimal supervision.

Ability to interact effectively with all levels of the agency and outside key stakeholders and make presentations to senior management.

Proven ability to develop appropriate plans to meet computing needs in a Data Center and Cloud environment.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in Computer Engineering or Information Management Services with five 5 years' experience in implementing cloud technologies.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DIS ENTERPRISE CLOUD ARCHITECT

Class Code: Grade: IT11

FLSA Status: Exempt

\$99,970 - \$122,402
(midpoint)

STATE OF ARKANSAS

JOB DESCRIPTION

Cloud Systems Architect \$128,000

SUMMARY:

The Arkansas Department of Information Systems (DIS) Enterprise Cloud Architect will define the Cloud Architecture for the state. This position will provide strategic enterprise technical advisory solutions for cloud management platforms and complete infrastructure solutions. This position will work directly with all stakeholders, internal and external and implementation teams to deploy cloud technologies, while providing technical leadership to build the DevOps capabilities within the organization.

TYPICAL FUNCTIONS:

Lead engagements that provide cloud strategy, cloud service strategy and services.

Responsible for managing the enterprise cloud technology infrastructure daily operations and administration.

Ensure that industry best practices for cost containment, security, automation, and developer self-service are provided.

Contribute in the evaluation and negotiations of service contracts.

Collaborate with key stakeholders to transform business and technology operations.

Provide support to the application architecture and deployment in cloud environments.

Enforce strict adherence to compliance procedures and audit requirements with regards to accessibility to the cloud based infrastructure.

Ability to take multiple data strategies and create one product in order to exceed company standards.

Perform routine risk, security and profit analysis to ensure optimal cloud performance and recommend product changes as needed.

Develop strategy, governance and pricing models for cloud service brokerage services.

Performs other roles as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of Cloud, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) models, Business Continuity, Disaster Recovery concepts and replication technologies.

Strong understanding of cloud technology and its implementation in major Cloud providers.

Solid understanding of technical architecture, platforms and solutions that support business services, and a broad understanding of Cloud technology environments to support highly available configurations.

Possess significant IT network/server and storage operations knowledge.

Demonstrate excellent technical aptitude, able to provide technical direction.

Strong familiarity with ITIL processes also required.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in Computer Science or related discipline or the equivalent in education and work experience and good understanding on how enterprises use IT solutions for a wide range of purposes plus 5 to 7 years overall IT experience including infrastructure deployment and operations as well as extensive exposure in enterprise level cloud offerings both in IaaS and PaaS.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DIS ENTERPRISE CLOUD ENGINEER

IT102

Class Code: Grade: IT11

FLSA Status: Exempt

\$99,920 - \$122,402
(midpoint)

STATE OF ARKANSAS JOB DESCRIPTION

Cloud Systems Analyst \$76,000

SUMMARY:

The Arkansas Department of Information Systems (DIS) Enterprise Cloud Engineer is responsible for infrastructure project management, infrastructure processes, vendor managed services management and architecture delivery. This position is responsible for the design and building of distributed cloud systems that can be efficiently deployed, maintained and scaled along with optimization, reliability, and security of cloud services so that we are agile, dependable, and trustworthy. The Cloud Engineer also captures and monitors network usage and performance.

TYPICAL FUNCTIONS:

Apply extensive technical expertise in the architecture and design of cloud infrastructure (public, private, hybrid) and operational processes.

Design, automate, maintain and document the cloud infrastructure for a continuous integration and continuous delivery.

Develop and establish technical requirements for cloud infrastructure.

Deploy, configure, and support cloud infrastructure per technical requirements.

Configure and administer cloud infrastructure security components in support of business requirements' surrounding Information Technology General Computing Controls.

Manages cloud infrastructure environments including storage, virtualization, and servers, service level management, system and performance monitoring, tuning and optimization, and implementation of changes.

Manages device and application configurations per cloud infrastructure requirements.

Coordinate cloud infrastructure releases to production environments per release processes.

Organize and participate in disaster recovery testing as it pertains to assigned cloud infrastructure systems.

Develop and maintain documentation surrounding assigned cloud infrastructure systems.

Guides the successful completion of specific cloud infrastructure projects and may function in a project leadership role.

Performs other roles as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of Cloud, Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS) models, Business Continuity, Disaster Recovery concepts and replication technologies.

Experience managing security, load testing, logging of cloud services.

Experience identifying new platform services and third party vendors, evaluating and integrating those into existing platforms.

Complete understanding of storage, virtualization, or server administration skills.

Strong knowledge of change management principals.

Expertise in the use of Microsoft productivity tools.

Strong communication and documentation skills.

Demonstrated ability to manage multiple tasks in a fast-paced work environment.

Ability to manage multiple and diverse Cloud-related capacities.

Ability to interact effectively with all levels of the agency and outside key stakeholders and make presentations to senior management.

Proven ability to develop appropriate plans to meet computing needs in a Data Center and Cloud environment.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in Computer Engineering or Information Management Services with 2 years' experience in implementing cloud technologies.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DATA ENGINEER

Class Code: X999X Grade: IT09

FLSA Status: Exempt

Revised: 4/16/2018

\$80,242 - \$98,927
(midpoint)

STATE OF ARKANSAS JOB DESCRIPTION

Database Engineer III - \$99,700

SUMMARY:

The Data Engineer will be responsible for designing, implementing and maintaining the infrastructure and tools used to integrate, manage and analyze state data assets at speed and scale. This position is governed by state and federal laws, administrative rules and regulations, and agency policy.

TYPICAL FUNCTIONS:

Selects, implements, and integrates enterprise information management, analytics, and big data tools and frameworks into the operating environment as needed to meet evolving needs.

Designs, builds, and maintains the organization's data and analytics infrastructure.

Monitors performance, advises infrastructure and license changes, and performs tuning and process improvements as necessary.

Works with data scientist(s) to implement analytics models at enterprise scale.

Works with data integration specialists to implement data integration and data quality management processes at enterprise scale.

Makes the appropriate data accessible to data scientists and data analysts.

Catalogs and integrates data sources.

Supports data stewards to establish and enforce guidelines for data management.

Performs other duties as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of data architecture
Knowledge of and experience with relational database design
Significant knowledge of and experience with data integration and data quality management
Knowledge of master data management (MDM), master data modeling, and harmonization
Knowledge of entity resolution, matching (deterministic and probabilistic), and deduplication
Knowledge of distributed computing principles
Knowledge of stream processing
Substantial knowledge of and experience with enterprise relational database management systems (RDBMS).
Expert knowledge of and experience with Structured Query Language (SQL)
Knowledge of and experience with scripting
Knowledge of network security architecture
Knowledge of and experience working with web services
Knowledge of data federation or virtualization
Knowledge of Windows Sever, AIX, and Linux server operating systems
Knowledge of and experience with IBM InfoSphere Information Server
Knowledge of and experience with SAP BusinessObjects
Knowledge of and experience with SAP HANA administration and development
Knowledge of Hadoop v2, MapReduce, HDFS
Knowledge of Hadoop cluster management

Ability to select, implement, and maintain software platforms and components required to meet current and anticipated data management and analytics needs
Ability to develop and maintain thorough documentation of the data and analytics infrastructure, data models, and processes
Ability to analyze and resolve any issues with the data and analytics infrastructure
Ability to design, develop, implement, monitor, and tune data integration and data quality management processes for large scale, high throughput environments against multiple heterogeneous data sources
Ability to operationalize machine learning algorithms at scale in coordination with data scientists(s)
Ability to select, install, configure, and troubleshoot middleware
Ability to secure the data management and analytics infrastructure
Ability to audit usage of the data management and analytics infrastructure
Ability to lead others and work with groups and independently.
Ability to work cooperatively across a complex organization and numerous stakeholders.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in computer science or a related field; plus, five years of IT experience.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OF PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.



DIS DATA CENTER MANAGER

Class Code: Grade: IT10

FLSA Status: Exempt

#89,541 - #109,648
(midpoint)

STATE OF ARKANSAS JOB DESCRIPTION

Data Center Director \$ 137,000

SUMMARY:

The Department of Information Systems (DIS) Data Center Manager oversees the coordination of daily data center activities and technical support staff to ensure data center policies, procedures, processes, and standards are achieved. This position coordinates with the data center facilities team to execute data center infrastructure projects and modifications while maintaining data center uptime. The DIS Data Center Manager monitors solutions, software, and tools to ensure critical infrastructure stability and identifies opportunities and recommends solutions for continuous improvements. This position is governed by state law.

TYPICAL FUNCTIONS:

Executes all aspects of data center operations including the operation, maintenance and repair of all mission critical equipment and systems supporting a 24x7 data center operation to achieve 100% uptime and 100% compliance with all customer SLAs.

Manage procurement and accounts payable processing for professional and technical service contracts, supplies and equipment for all data center needs.

Coordinates activities of staff, contractors, and consultants for daily operations and critical facilities maintenance.

Assist with managing operational budget of the data center and project planning.

Ensures the facilities operate at maximum operational efficiency; works to improve efficiency and reduce overall costs.

Completes regular energy efficiency reports and annual reporting requirements for the Revolving Loan Fund.

Interfaces with contractors and consultants for all phases of data center lifecycle, including construction, commissioning, and integration.

Conduct Inspection of data center and critical facilities and equipment.

Manages systems to avoid unplanned, customer impacting outages.

Manages data floor and back of house electrical loading capacity, including client installations.

Provides site leadership, training, and mentoring to site personnel and staffing.

Responds to emergency situations in the data centers and critical facilities.

Develops and maintains data center capacity and forecasts planning.

Serves a key role as a member of the Data Center Facilities Management Group providing 24x7 on call readiness for data center emergencies and customer support.

Performs other roles as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Superior collaboration and communication skills: team building, conflict resolution, stakeholder management and decision making.

Solid and proven experience in the commissioning, acceptance and operation of mission critical systems.

Extensive knowledge of structured cabling systems, networking and connectivity standards, and hardware installation requirements.

Experience managing a change control environment.

Strong quantitative and qualitative reasoning skills, with demonstrated ability to determine event root causes, performance shortfalls and required corrective actions.

Knowledge of industry data center standards, policies & methodologies.

Knowledge of performance management and critical awareness methods and implementation standards.

Strong interpersonal, presentation and communication skills and organizational skills.

Experience managing own budget and analyzing expenses.

Familiarity with Computerized Maintenance Management Systems (CMMS), Data Center Infrastructure Management (DCIM), and power metering systems.

Demonstrated ability to make informed decisions with minimal direction and to prioritize across multiple demands in a fluid, ambiguous, changeable environment.

MINIMUM EDUCATION AND/OR EXPERIENCE:

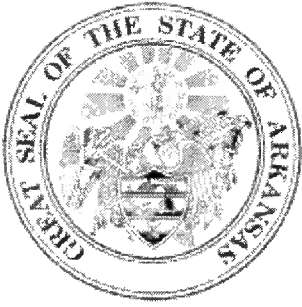
The formal education equivalent of a bachelor's degree from an accredited college in electrical or mechanical engineering, or a related field plus 5 years related facility management experience in data center operations (or related electrical or

mechanical engineering field) with minimum of 3 years' experience managing or leading data center operations teams in a large scale mission critical environment.

SPECIAL DIMENSIONS:

This position requires travel within the state and a valid Arkansas driver's license. Work occasionally requires more than 40 hours per week and after hours on-call services to perform the essential functions of the position. Lifting may be required up to 40 pounds.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DIS ENTERPRISE ARCHITECT

Class Code: Grade: IT11

FLSA Status: Exempt

*#99,920 - #122,402
(midpoint)*

STATE OF ARKANSAS

JOB DESCRIPTION

Enterprise Infrastructure Architect III ~~#~~ ~~100~~ #103

SUMMARY:

The Arkansas Department of Information Systems (DIS) Enterprise Architect provides technical leadership and consulting across the enterprise, on strategic decisions and architectural methodologies. The DIS Enterprise Architect gains organizational commitment to the strategic technology roadmap and initiates and participates in transformation initiatives to evaluate technologies and methods for implementing the agency's strategic plans and goals.

TYPICAL FUNCTIONS:

Recommends and participates in the analysis, evaluation and development of enterprise long-term strategic and operating plans to ensure that the EA objectives are consistent with the enterprise's long-term business objectives.

Shares best practices, lessons learned and constantly updates the technical system architecture requirements based on changing technologies, and knowledge related to recent, current and upcoming vendor products and solutions.

Ensure that technology planning and practices are aligned with strategic agency goals and the overall strategic roadmap.

Collaborates with all relevant parties in order to review the objectives and constraints of each solution and determine conformance with the EA.

Recommends the most suitable technical architecture and defines the solution at a high level.

Facilitate the design of target state roadmap to make certain capacity meets existing and future requirements for all key stakeholders.

Ensure that the security, Information, Integration and application architecture interests are taken into account and engagement with the respective stakeholders occurs.

Provide architectural consulting expertise, training, direction, and assistance to extended architecture team for EA frameworks and methodologies.

Oversee and document the strategic level target state design of the technology architecture for the enterprise.

Identify opportunities for technology and application reuse, migration, or retirement.

Manage and continuously improve the design of architecture and processes.

Act as a leader for application integration, including mentoring and training for the architecture team and other staff.

Participate in group settings to assess solution approach, gain acceptance of solution, and ensure decisions are made and deviations from standards are properly identified and addressed.

Performs other roles as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Excellent interpersonal skills in areas such as teamwork, facilitation, negotiation, procurement, planning, and organizational skills.

Strong written and verbal and visual communication skills.

Ability to understand the long-term and short-term perspectives of situations.

Ability to translate technology and innovation opportunities into strategic requirements.

Extensive knowledge of architectural principles and policies.

Researches new areas as they come up; balances being inventive and pragmatic.

Knowledge and experience with Agile Practice and SCRUM Methodologies.

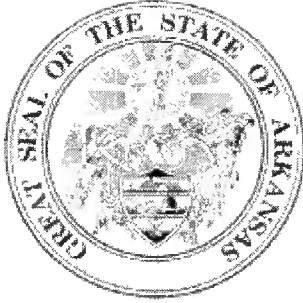
Knowledge and experience with application pillar technologies, methodologies and best practices in applications architecture and in data systems architecture.

Highly self-motivated and self-directed.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in computer science, systems analysis, project management or a related field with a minimum of 5 years' experience as an enterprise systems architect.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DIS IT PROJECT MANAGEMENT DIRECTOR

Class Code: Grade: IT10

FLSA Status: Exempt

\$89,541 - \$109,688
(midpoint)

STATE OF ARKANSAS

JOB DESCRIPTION

Applications Development Manager #117

SUMMARY:

The Department of Information Systems (DIS) IT Project Management Director is responsible for establishing and overseeing the agency's Project Management Office along with strategic projects and initiatives. This position is responsible for ensuring the IT infrastructure is operating in a manner consistent with current agency demands and strategizing how to efficiently meet future business needs cost effectively.

TYPICAL FUNCTIONS:

Lead specific IT projects and utilize project management tools to keep them on track.

Ensure project plans and schedules are accurate and complete for all active projects.

Monitor, measure, and report on project performance via reporting to multiple levels within the organization.

Recommend, leverage, and augment staff with internal, contract and vendor resources to optimize active or newly prioritized projects.

Monitor budgets, resources, supplies, and more to keep workflow steady.

Lead project meetings to monitor specific projects, assist if problems arise, and give guidance or expertise when needed.

Create a roadmap to set the future vision and strategic direction of the project management team.

Participate and provide input to annual IT plans and strategies.

Accountable to meet deadlines or provide appropriate advance notice if project - timelines are not met.

Assess strengths and deficits of project management processes and standards and makes recommendations for improvement.

Be responsible for developing detailed project plans, scope, scheduling, risk analysis, deliverables, timelines, work breakdown structures, and training needs.

Adherence and knowledge of delivery and agency best practices and standards.

Performs other roles as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Advanced skills in multiple project tracking tools.

Experience in leading a Project Management Office.

Knowledge of development methodologies.

Proven ability to manage multiple priorities without jeopardizing deadlines or goals.

Proven leadership experience and the ability to effectively interface and collaborate with all levels within the organization (both technical and non-technical)

Skilled in presenting complex concepts and information to individuals and groups at all levels of the organization in a concise manner.

Previous experience in budgeting, forecasting and business case writing.

Excellent analytical and problem solving skills.

Strong communication skills, written, verbal, and listening

Complete working knowledge of Windows and mobile devices.

Competency in PC applications such as Office, Visio, Outlook, etc.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree from an accredited college in Computer Science, Information Systems, Business Administration, or related IT and or management field plus five years' of project management experience and 3 years of progressive leadership experience with technical application experience preferred.

REQUIRED CERTIFICATIONS:

A valid Arkansas driver's license at time of hire and a formal education equivalent PMP certification are required.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DIS NETWORK ARCHITECT

Class Code: Grade: IT10

FLSA Status: Exempt

\$89,541 - \$109,688
(midpoint)

STATE OF ARKANSAS JOB DESCRIPTION

Information Security Mng. #109

SUMMARY:

The Arkansas Department of Information Systems (DIS) Network Architect is responsible for iterating on network security and structure for optimization of cost and quality, including constant evaluation of technology trends and business need.

TYPICAL FUNCTIONS:

Maintain expertise in vendor market and industry trends to identify applicable innovations in network solutions.

Build the long-term strategic roadmap for all IT systems architecture with EA.

Demonstrate digital opportunities and partner with internal innovation teams.

Develop and maintain policies, standards, and guidelines to ensure that a consistent framework is applied across the agency.

Develop application and infrastructure rationalization framework to create cost benefit.

Remain intimate and knowledgeable on cloud technologies and cloud and hybrid cloud frameworks.

Monitor new technological advances in application development and information technologies.

Partner with technology subject matter experts to elicit and translate business requirements into technological solutions.

Perform additional responsibilities as requested to achieve business objectives.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge in IP and VoIP networking, data communications and systems engineering with experience dealing with multi-service IP networks, data network strategies, multi-vendor equipment and network protocols.

Extensive knowledge and experience understanding industry best practices on network architecture and engineering experience in a robust network, product/service and system design, security, and implementation strategies.

Experience with software-defined networking and network-function virtualization.

Experience developing migration solutions for acquired networks.

Working knowledge of ITIL and TOGAF.

Ability to absorb and retain information quickly with a high attention to detail.

Highly self-motivated with excellent customer service skills.

Good oral and written communication skills.

Experience working in a team-oriented environment.

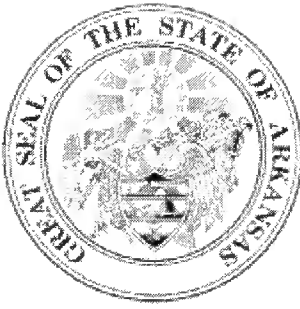
MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in Computer Engineering, Information Systems, Computer Science, or related field with a progressive hands-on networking role plus 2 years' leadership experience.

SPECIAL DIMENSIONS:

This position requires travel within the state and a valid Arkansas driver's license. Work occasionally requires more than 40 hours per week and after hours on-call services to perform the essential functions of the position. Lifting may be required up to 40 pounds.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.



DIS IT PROCUREMENT ADMINISTRATOR

Class Code: V038C Grade: GS12
FLSA Status: Exempt
Revised: 1/29/2018

STATE OF ARKANSAS JOB DESCRIPTION

SUMMARY:

This DIS IT Procurement Administrator will be responsible for all statewide DIS enterprise IT procurements and work with DIS Enterprise Architecture team and Executive Leadership on enterprise architecture and IT procurement contract reviews as part of the Act 557 IT contract approval workflow. This position is governed by state and federal laws, administrative rules and regulations, and agency policy.

TYPICAL FUNCTIONS:

Provides guidance to staff on proper methods of procurement in accordance with the state procurement law, rules, policies, and practices.

Executes and manages projects as assigned by the agency director or designee to accomplish the agency's strategic plans, goals, vision, mission and values.

Ensures all reviewed documents are in compliance with state law and agency guidelines.

Supervises a team of staff by interviewing and recommending for hire/termination, training, assigning and reviewing work, counseling, and evaluating the performance of incumbents.

Ensures information is applied correctly in the Arkansas Administrative Statewide Information System (AASIS); researches and compiles reports from AASIS entries.

Provides consultation regarding acquisition of equipment, assists departments in coordinating and preparing specifications for major projects, advises departments on purchasing procedures, and solves complex purchasing problems.

Plans and coordinates the distribution of purchase requests and bids, reviews work assignments for accuracy, assists buyers in specialty areas, and communicates to staff the state and agency/university purchasing procedures.

Meets with vendors concerning new products, notifies vendors of purchasing policies, evaluates vendor performance, and composes vendor complaints to forward to state purchasing office.

Prepares various activity reports, prepares minority vendor report, submits information for budget reports, updates item files for mechanized accounting system and trains personnel to submit orders electronically to companies.

Serves on advisory committees on purchasing policies, attends seminars to maintain updates to purchasing policies, attends staff meetings, and serves as liaison to coordinate procurement activities.

Interprets and disseminates legislation, policies, and procedures and ensures state agency/institution compliance.

Performs other duties as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of organizational management and supervisory practices.

Knowledge of state and federal procurement laws, rules, and regulations.

Knowledge of state and agency/institution purchasing laws and procedures.

Knowledge of shared service agreements, software licensing transactions, and IT outsourcing transactions.

Ability to resolve problems between departments and vendors.

Ability to formulate and interpret policies and procedures relating to purchasing.

Ability to communicate procurement law, rules, policies, and practices to agency and procurement staff.

Ability to review and analyze vendor and agency issues as they pertain to the procurement process and recommend proper course of action to meet goals and objectives.

Ability to establish and maintain working relationships with all levels of state government, vendors, and manufacturers.

Ability to accomplish agency mission, goals, and objectives.

Ability to read, analyze, and interpret financial reports, contracts, legal documents, policies and procedures.

Prepare and present effective written and oral reports, recommendations, policies and procedures.

Ability to lead others and work with groups and independently.

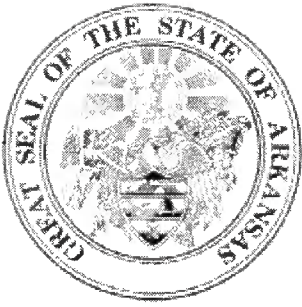
Ability to work cooperatively across a complex organization and numerous stakeholders.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a bachelor's degree in business administration, public administration, finance or a related field; plus three years of IT procurement experience; including two years in a managerial capacity.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OF PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.



DIS IT SOURCING PROJECT MANAGER

Class Code: Grade: IT08

FLSA Status: Exempt

\$71,704 - \$103,970

STATE OF ARKANSAS JOB DESCRIPTION

IT Vendor Relationship #153 - #148

SUMMARY:

The DIS IT Sourcing Project Manager will work with the Enterprise Project Management Office and the IT Procurement Office to deliver improved value to the state and drive enhanced performance and productivity through staff augmentation. The DIS IT Sourcing Project Manager develops policies and procedures governing the use of staff augmentation cooperative contracts. This position is governed by state and federal laws, administrative rules and regulations, and agency policy.

FUNCTIONS:

Develops and monitors policies and procedures governing the use of staff augmentation cooperative contracts.

Supports the staff augmentation process and assists IT procurement processes as needed.

Documents, manages, monitors, and reports on vendor performance and tracking of staff augmentation requests for quality, capacity, and responsiveness via the Vendor Management System.

Collects, consolidates, and communicates detailed summary vendor results to key staff on vendor performance.

Develops comprehensive Statement of Works (SOWs), tasks, deliverables and schedules to assist the subject matter experts within all areas of vendor involvement.

Clearly defines Key Performance Indicator (KPIs) reports to assess vendor success.

Look @ DIS IT Procurement Manager
Schedules recurring meetings to discuss issues, both positive and negative, with the vendor.

Develops an effective relationship model so vendors receive full spectrum of feedback.

Ensures all reviewed documents are in compliance with state and federal law and agency guidelines.

Performs other duties as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of state and federal procurement laws, rules, and regulations.

Knowledge of state and agency/institution purchasing laws and procedures.

Ability to formulate and interpret policies and procedures relating to purchasing.

Knowledge of vendor and contract management and negotiation.

Knowledge of IT infrastructure procurement and IT service delivery projects.

Ability to communicate procurement law, rules, and policies to agency and procurement staff.

Ability to review and analyze vendor and agency issues as they pertain to the procurement process and recommend proper course of action to meet goals and objectives.

Read, analyze, and interpret reports, contracts, legal documents, policies and procedures.

Prepare and present effective written and oral reports, recommendations, and procedures.

MINIMUM EDUCATION AND EXPERIENCE:

Supervising??

The formal education equivalent of a bachelor's degree in business management, computer science, or a related field; plus three years of experience in project management; plus two years of progressively more responsible procurement experience in the public or private sector. One year of experience working in a professional capacity in information technology, shared services agreements, software licensing transactions and IT outsourcing transactions preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a certificate as a Project Management Professional (PMP) or its equivalent. Must possess a valid Arkansas driver's license. Occasional travel is required.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OF PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.