CLASSIFICATION TITLE- SUB-TITLE
IS Systems Development Services – Specialist

POSITION SUMMARY
Under the general review of the Child Welfare Management Information Chief, the IS Systems Development Services – Specialist is responsible for the planning, development, implementation, update, and support to the Department of Children and Families (DCF) child welfare applications, including eWiSACWIS system. This system was implemented statewide to support the State’s responsibility to operate Child Protection Services (CPS), Foster Care, Adoption Assistance, and related Permanency Planning for children. The system interfaces with the IV-A (CARES), IV-D (KIDS), and the Medicaid Management Information System for Title XIX eligibility.

This position supports the overall development, implementation, testing, and maintenance of eWiSACWIS in all 72 counties and other Child Welfare applications. This lead position is responsible for analyzing business requirements for the development of technical requirements resulting in a new feature or enhancement of eWiSACWIS. This position works with the vendor to define and develop detailed specifications and designs for system development. The position will work with County and State programmatic staff and Child Welfare project management information staff to define and develop applications to support business processes. The incumbent is expected to work with little supervision and assist others in their areas of expertise. This position will be responsible for all areas of the development life cycle such as detailed system testing, supporting the business in user and acceptance testing, evaluation of system effectiveness, development of methods to identify ongoing applications training, and operational support. Actual duties include coordinating, developing, and executing system test plans, evaluation of system effectiveness, development of methods to identify ongoing applications training, and technical support for each of the child welfare applications. This position will have major responsibility for the review and analysis of changes in eWiSACWIS, including detailed specifications for programming staff, developing test criteria, and post implementation evaluation. Duties will also include analysis of county business flow for all aspects of Child Protective Services and reporting requirements to the Federal Government to document for future automation. Assist in preparing the counties for the implementation of new development and enhancements by identifying how eWiSACWIS will support their current workflow. This position will write and execute SQL statements and update the Production database when necessary. This position will be the project lead on numerous eWiSACWIS modules and work with DSP to facilitate the requirements gathering and design.

TIME % GOALS AND WORKER ACTIVITIES

30% A. Lead application system testing support for Child Welfare applications
   A1. Participate in an initial consultation with internal or external client for understanding the
       scope of a project
   A2. Follow software development life cycle methodologies and practices
   A3. Analyze new system requirements and/or system changes
   A4. Become proficient in application functions and tools
   A5. Independently or lead creation of a system testing plan, including creating scenarios tied to
       requirements of the projects and prioritizing them appropriately
   A6. Coordinate and conduct functional and system integration testing, searching for results
       regarding performance, reliability, bugs, and other failures to ensure the systems function
       correctly and to ensure vendor is meeting programmatic quality and system specifications in
       a timely manner
   A7. Log and monitor detailed metrics to track the progress and outcomes of the testing process
   A8. Based on testing result, make recommendations for system improvements
   A9. Audit and ensure all testing outcomes are aligned to technical requirements
   A10. Perform final signoff as condition for testing results
   A11. Provide advice on application presentation layers so that screens are user friendly and
       addresses functional needs of users
   A12. Write and execute SQL statements and update production to facilitate changes in operations

30% B. Develop detailed technical requirements, data analysis, documentation, and detailed analysis for
       Child Welfare systems
   B1. Analyze business requirements for the development and enhancement of the applications and
       prepare technical requirements/specifications for necessary application changes
B2. Lead and facilitate application requirements gathering sessions. Identify project stakeholders and develop understanding of related program area in preparation for these sessions.

B3. Perform detailed design and propose detailed system alternatives in response to the customers’ needs

B4. Liaison between program business analysts and system developers

B5. Review user documentation prepared by the vendor for completeness and accuracy

25% C. Oversee the development and implementation of quality control practices for eWiSACWIS and security within the application

C1. Develop a backlog of issues and concerns expressed by end users as basis for application modification and update

C2. Prepare procedures for evaluating and monitoring the performance of eWiSACWIS based on monitoring criteria

C3. Monitor security issues related to confidentiality to ensure consistency with State and Federal Legislation, case law, and professional standards

C4. Develop processes to monitor system deliverables in order to ensure timely and accurate State and federal reporting

C5. As the Security Liaison, ensure that all agencies have a Security Delegate assigned and trained to administer their eWiSACWIS user access. Assist counties in serving as the security delegate when a security delegate does not exist (until a replacement exists).

C6. Disable user login accounts when termination occurs or when requested by a supervisor in the case of an investigation to assure all access is immediately denied

10% D. Prepare the counties for the implementation of new enhancements by identifying how eWiSACWIS will support their current practice, policies, and procedures

D1. Provide technical assistance, training, operational support, ongoing consultation, and analysis to county child welfare site managers, program managers, supervisors, workers, and technical staff

D2. Arrange and participate in technical assistance sessions with County, State, vendor program and field staff

D3. Provide technical support to vendor and State information technology staff by clarification, consultation, and interpretation of all current child welfare administrative regulations, social service practice and policy, statutory requirements, and County business rules

5% E. Provide a variety of administrative or program related analysis task to the Child Welfare Section Chief

E1. Draft responses to a variety of correspondences related to eWiSACWIS/issues for the Child Welfare Section Chief

E2. Represent the eWiSACWIS development team in meetings and or conferences/seminars with representatives from Federal, State, Local or Vendor agencies

E3. Prepare technical text for informational and numbered memos and education materials on a variety of eWiSACWIS topics

E4. Carry out additional eWiSACWIS project assignments or Child Welfare/Business Intelligence assignments as appropriate and necessary and as assigned by the Child Welfare Section Chief

E5. Exhibit professionalism, project management methodologies, and customer relationship management skills to promote and facilitate the successful implementation of each eWiSACWIS initiative

KNOWLEDGE AND SKILLS

1. Extensive knowledge of the eWiSACWIS application, expert knowledge of the ongoing case management modules

2. Considerable knowledge of Child Welfare Policy and Practice, statutes, and administrative rules and regulations

3. Considerable knowledge of computerized data processing systems analysis, report generation techniques, hardware, and software capabilities

4. Expert experience with gathering requirements for system changes

5. Ability to understand business requirements and translate business needs and requirements into technical solutions
6. Considerable knowledge of research design methods, management reporting techniques, statistics, and the use of data warehouse and business objects software
7. Extensive knowledge of related State and DCF programs, administrative systems, and operations
8. Extensive knowledge of program design and implementation
9. Extensive skill in organizing and planning complex projects and multi-dimensional tasks
10. Considerable skill in problem isolation and resolution methodologies
11. Considerable skill in developing and applying oral and written communications
12. Extensive skill in directing and training Human Service staff in application use
13. Skill in maintaining positive relationships with Human Services professionals
14. Considerable knowledge of the eWiSACWIS application and the impact on users
15. Expert skill in training on the eWiSACWIS application
16. Knowledge of complex relational databases (Oracle preferred) and report generation techniques
17. Ability to create reports and query relational databases using common query tools
18. Complex business systems analysis and design from source systems to final reporting data warehouse/data marts
19. Expert project management/leadership
20. Development and implementation of thorough application test plans
21. Imaging/document management systems
22. Ability to work in a team environment, though self-motivated
23. Knowledge of software development life cycle methodologies and practices

**PHYSICAL DEMANDS**

Ability to transport and set up computer/projectors

**WORK ENVIRONMENT**

Frequent travel around the state is required