

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Department of Administrative Services
	DIVISION OR INSTITUTION General Services Division	
	UNIT OR OFFICE Business Operations	

POSITION NUMBER 20005523	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin
	USUAL WORKING TITLE OF POSITION OAKS CI Support Manager	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20072890 Information Technology Manager 1
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. – 5:00 p.m., Occasional evening or weekend hours are required.	
	Page 1 of 2	
JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
65	On behalf of General Services Division (GSD) & Ohio Administrative Knowledge System (OAKS) Capital Improvements (CI) Project Manager, serves as an agency manager & OAKS CI Support Manager: acts as team lead for statewide OAKS CI customer support; provides internal & external OAKS representation & support for various GSD offices (i.e., State Architect's Office); formulates & recommends policy; directs business process reengineering, technology replacement & change management; monitors & answers help desk cases; implements programs through complex decision processes involving extensive research, coordination & cooperation within department & with other agencies & businesses; conducts needs analysis & gap analysis; develops & manages work plans for project teams; conducts quality assurance reviews for business process reengineering & software implementation projects; prepares budgets; serves as a team lead in conjunction with OAKS CI Project Manager; supervises CI staff as assigned; delegates assignments & monitors progress; approves leave requests & timesheets; interviews applicants & makes recommendations to administration; administers discipline; creates performance measurements & evaluates performance; resolves personnel issues; identifies, presents & recommends training.	Knowledge of (1) computer science; (2) business & organizational transformation; (3) program & project management; (4) public sector finance; (5) budgets; (6) government structure & process*; (7) public relations; (8) supervisory principles & practices; (9) agency policies & procedures*; (10) PeopleSoft Enterprise Applications*; (11) Skire Unifier*; (12) general procurement processes & procedures. Skill in (12) operation of personal computer & associated hardware/software (e.g., MS Word, MS XP Professional, Excel, MS Windows, PowerPoint, MS Outlook, MS Internet Explorer, Visio, PeopleSoft, Unifer). Ability to (13) deal with a large number of variables & determine appropriate course of action; (14) develop & implement policies & procedures; (15) prepare, edit, review, analyze & interpret work papers & financial reports; (16) understand a variety of technical material related to computer software & related hardware systems; (17) handle sensitive inquires from & contacts with government officials & public.
*developed after employment		
JOB CODE 63216	JOB CODE TITLE Management Analyst Supervisor 2	List Position Numbers and Class of Positions Directly Supervised: 20075865 Management Analyst Supervisor 1 20075866 Management Analyst Supervisor 1
SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Weatheren/ce</i>		DATE 4/3/08

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OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

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POSITION NUMBER
20005523

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
OAKS CI Support Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20072890 Information Technology Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. – 5:00 p.m., Occasional evening or weekend hours are required.

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Serves as lead customer relationship manager & monitors OAKS CI through Skire Unifier & PeopleSoft Applications as they relate to CI (e.g., Capital Improvements, Procurement, Accounts Payable, Asset Management) & any related third-party software programs & interfaces; provides OAKS CI representation & support for all OAKS CI users; analyzes & incorporates system requirements into OAKS CI; formulates CI policies & procedures (e.g., OAKS Customer Relationship Management (CRM), system training); performs system integration & assists with testing (e.g., becomes familiar with functionality contained in Skire Unifier software, provides analysis on configuration issues, maps & validates data, creates test scenarios for system & user acceptance, participates in design & development of screen & report layouts); directs & evaluates OAKS CI production support as it relates to OAKS applications (e.g., Capital Improvements, Procurement, Accounts Payable, Asset Management).	Knowledge of: 1, 2, 4, 6*, 7, 8, 9*, 10*, 11*, 12*, (18) call center operations Skill in: 12 Ability to: 13, 15, 16, 17
10	Acts on behalf of OAKS CI Project Manager as assigned: creates new projects; maintains end-user & vendor information; maintains Unifier templates & coordinates activities with DAS Information Technology Services; acts on behalf of OAKS CI Project Manager in his/her absence (e.g., attends meetings & relays decisions, policies & procedures); attends other meetings as needed (e.g., statewide meetings, OAKS management meetings, OAKS CI user group meetings, national organization meetings).	Knowledge of: 2, 3, 4, 5, 6*, 7, 8, 9*, 10*, 11*, 12*, 18 Skill in: 12 Ability to: 13, 15, 16, 17
This position is over-time exempt.		*developed after employment

JOB CODE TITLE
Management Analyst Supervisor 2

JOB CODE
63216

List Position Numbers and Class of Positions Directly Supervised:

20075865 Management Analyst Supervisor 1
20075866 Management Analyst Supervisor 1

SIGNATURE OF AGENCY REPRESENTATIVE

Jeffrey Westhoven/jc

DATE

4/3/08

April 5-12-08 al