

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/DAS105270
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Business Operations	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005523	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION OAKS CI Support Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20072890 Information Technology Manager 1	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt  If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22  Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m. Occasional evening or weekend hours are required. Report-in location subject to change.			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	50	Oversees & leads components of work for statewide Ohio Administrative Knowledge System (OAKS) Capital Improvements (CI) customer support delivery (e.g., user & project administration & reporting, training development & delivery, documentation maintenance, customer support delivery): formulates, recommends & implements policy & procedures; provides internal & external OAKS representation & support for various GSD offices (e.g., State Architect's Office); directs business process reengineering; implements business transformation programs through complex decision processes involving extensive research, coordination & cooperation within department & with other agencies & businesses; conducts needs analysis & gap analysis; identifies potential business process improvements; creates test plans, directs, validates & executes test scenarios for wide variety of complex technical changes related to business component improvements; directs & participates in design & development of report & screen layouts; reviews & comments on user documentation; develops & manages work plans for project teams; conducts quality assurance reviews for business process reengineering & software implementation projects.	Knowledge of (1) business process delivery & organizational transformation; (2) program & project management; (3) customer support; (4) public relations; (5) supervisory principles & practices*; (6) agency policies & procedures*; (7) State Capital Improvement policies & procedures*; (8) Skire Unifier*; (9) general procurement processes & procedures.  Skill in (10) public speaking; (11) technical writing; (12) facilitation (13) operation of personal computer & associated hardware/software (e.g., Microsoft Office, Outlook, Internet Explorer, Visio, & Skire Unifier*).  Ability to (14) define unusual problems, collect data, establish facts & draw complex/technical conclusions; (15) develop & implement policies & procedures; (16) understand variety of technical material related to computer software & related hardware systems; (17) professionally handle routine & sensitive contacts with governmental &/or business officials, &/or general public; (18) work independently  *developed after employment	
JOB CODE 63332	List Position Numbers & Job Titles of Positions Directly Supervised: 20005510 Business Transformation Analyst 20071798 College Intern 20075865 Business Transformation Analyst 20075866 Business Transformation Analyst		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 6/9/10	

App. 6-10-10 (aw)

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	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m. Occasional evening or weekend hours are required. Report-in location subject to change.			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	30	Serves as 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, 2, 3, 5*, 6*, 7*, 8*, 9 Skill in: 10, 11, 12, 13 Ability to: 14, 15, 17	
	10	Serves as liaison to business owners, senior leadership within agency & with other agencies to explain & facilitate implementation of new procedures for capital improvements requirements: develops & presents briefings depicting process change advantages, anticipated savings & general management considerations; implements reporting tools to monitor performance of new business processes & provides detailed reports to senior leadership; meets with agency personnel of all levels to implement process improvements; evaluates training needs associated with business transformation project implementation; monitors development of training plans; assists in training coordination; conducts training as needed.	Knowledge of: 1, 2, 3, 4, 5*, 6*, 7*, 8*, 9 Skill in: 10, 11, 12, 13 Ability to: 14, 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: 1, 2, 3, 4, 5*, 6*, 7*, 8*, 9 Skill in: 10, 11, 12, 13 Ability to: 14, 15, 16, 17  *developed after employment	
JOB CODE TITLE Senior Business Transformation Analyst	List Position Numbers & Job Titles of Positions Directly Supervised: 20005510 Business Transformation Analyst 20071798 College Intern 20075865 Business Transformation Analyst 20075866 Business Transformation Analyst		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhonen/ce</i>	
JOB CODE 63332			DATE 6/9/10	

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