

POSITION DESCRIPTION		AGENCY/DEPT ID DAS105270
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Business Office	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005524	<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 GSD OAKS Technical Lead		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073295 Management Analyst Supervisor 2	
	<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): Report in location subject to change FROM: 8:00 a.m. TO: 5:00 p.m.			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	35	Manages General Services Division (GSD) Customer Relationship Management (CRM) component of Ohio Administrative Knowledge System (OAKS) by developing & implementing state configuration policies & procedures (e.g., CRM workflow procedures, severity levels & system training); analyzes & defines requirements & business rules to facilitate design & integration; identifies potential process improvements; provides input on configuration issues; maps & validates data; analyzes & interprets business process related reports; monitors & analyzes help desk cases; analyzes training materials; monitors trends.	Knowledge of (1) public relations; (2) state of Ohio business, procurement, asset management & capital improvements processes & procedures*; (3) public administration; (4) program & project management; (5) call center operations; (6) PeopleSoft Enterprise Applications*. Skill in (7) operation of personal computer & associated software (e.g., MS Word, MS XP Professional, Excel, MS Windows, PowerPoint, MS Outlook, MS Internet Explorer, Visio, PeopleSoft, Captivate*). Ability to (8) maintain sensitive information; (9) collect, sort & prepare information in clear concise format; (10) work in groups & independently; (11) maintain accurate records; (12) prepare concise & accurate reports; (13) analyze data; (14) deal with large number of variables & determine appropriate course of action; (15) develop & implement policies & procedures.	
	25	Serves as liaison to business owners & agency customers to communicate & facilitate implementation of new OAKS business procedures; develops & presents briefings depicting process change advantages; provides written & verbal updates to business owners, end-users & other customers of OAKS modules (e.g., e-Procurement, Asset Management, Capital Improvements).	Knowledge of 1, 2*, 3, 4, 5, 6*. Skill in 7 Ability to 8, 9, 10, 11, 12, (16) present information in clear & concise manner; (17) effectively communicate verbally & in writing.	
			*developed after employment.	
JOB CODE 63331	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/CA</i>	
			DATE 2/26/08	

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JOB DESCRIPTION AND WORKER CHARACTERISTICS				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	25	Serves as customer relationship lead & monitors OAKS Financials through PeopleSoft & OAKS applications (e.g., e-Procurement, Asset Management, Capital Improvements) & any related third-party software programs & interfaces: provides OAKS representation & support for OAKS Financials & Capital Improvements users; performs system integration & assists with testing (e.g. understands functionality, identifies potential business process improvements & system enhancements, provides analysis on configuration issues, maps & validates data, creates test case scenarios for system & user acceptance, participates in design of screen & report layouts).	Knowledge of 1, 2*, 3, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12, 13, 14, 15, (18) prepare schedules & logistics; (19) follow established procedures.	
	15	Acts on behalf of Enterprise Resource Platform Manager in his/her absence (e.g., attends meetings & relays decisions, policies & procedures): assists in management of GSD OAKS Support & Training Center as needed; supervises staff as needed (e.g., delegates assignments, monitors progress, approves leave requests & presents staff training); evaluates OAKS production support as it relates to PeopleSoft & OAKS applications (e.g., e-Procurement, Asset Management, Capital Improvements); completes other duties as assigned (e.g., special projects, research, reports).	Knowledge of 2*, 3, 5, 6*, (20) supervisory principles & practices. Skill in 7 Ability to 8, 9, 10, 11, 12, 14, 15 *developed after employment.	
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			DATE 2/26/09	

April 3-3-09 cal