100-100U

POSITION DESCRIPTION

AGENCY/DEPT ID	
DAS/DAS105270	

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
General Services Division	Business Operations	Franklin

POSITION NUMBER 20005524

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
DAS FIN Customer Relationship Lead	20073295 Project Manager 1

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☐ Eligible ☒ 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. Report in location subject to change.

JOB CODE TITLE **Business Transformation Analyst**

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
35	Manages General Services Division (GSD) Customer Relationship Management (CRM) modules for Help Desk & Vendor Support of Ohio Administrative Knowledge System (OAKS) by developing & implementing state configuration policies & procedures (e.g., CRM workflow procedures, security levels & system training): 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 & 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.)	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

Appd 8.24.11 QRS

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Jeffrey Kaethamm	8-24-11

100-100U

POSITION DESCRIPTION

AGENCY/DEPT ID	
DAS/DAS105270	

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
General Services Division	Business Office	Franklin

POSITION NUMBER 20005524

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
DAS FIN Customer Relationship Lead	20073295 Project Manager 1

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☐ Eligible ☒ Exempt If FLSA Exempt, exemption type Administrative	Bargaining Unit 22 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m. Report in location subject to change.

JOB CODE TITLE Business Transformation Analyst

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) & any related third-party software programs & interfaces: provides OAKS representation & support for OAKS Financials 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) prepares 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 applications (e.g., e-Procurement, Asset Management,); completes others 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.

Appl 8-24-11 ATD

JOB CODE 63331

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Jeffrey Kastrinos

DATE: 8-24-11