100-100R

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
Business Operations

POSITION NUMBER 20005660

CLASS TITLE Business Transformation Analyst

CLASS NUMBER 63331

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
GSD OAKS Training Lead

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20073295 Management Analyst Supervisor 2

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Manages training component of OAKS financials application by developing & implementing state configuration, policy & procedures regarding statewide OAKS Financials training program & customer support help desk labs: analyzes & defines requirements & business rules to facilitate training design & integration; identifies potential training process improvements; provides input on configuration issues; maps & validates data; analyzes & interprets business process related reports; creates test plans; creates, validates & executes script testing for training database environments & maintains online training environments for different OAKS Financials training courses; monitors & analyzes help desk cases; analyzes training materials; monitors trends.	Knowledge of (1) public relations; (2) state of Ohio business, procurement, asset management & capital improvement processes & procedures*; (3) public administration; (4) program & project management (5) Captivate* (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 or independently; (11) maintain accurate records; (12) prepare concise & accurate reports; (13) analyze data; (14) deal with a large number of variables & determine appropriate course of action; (15) develop & implement policies & procedures.
15	Serves as liaison to business owners & with other agencies to explain & facilitate implementation of new 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, Accounts Payable, Capital Improvements).	Knowledge of 1, 2*, 3, 4, 6 Skill in 7 Ability to 8, 9, 10, 11, 12, (16) present information in a clear & concise manner; (17) effectively communicate verbally & in writing; (18) maintain a valid state of Ohio driver's license.

*developed after employment.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Jeffrey Westhoven for

DATE: 10/24/08

appr 11-24-08 ck

100-100R

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POSITION NUMBER 20005660

CLASS TITLE Business Transformation Analyst

CLASS NUMBER 63331

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Evaluates training needs associated with business transformation project implementation: manages & conducts the GSD OAKS Financials Train-the-Trainer program; creates, writes, edits & designs written training materials (e.g., OAKS Financials Learner Guides); develops PowerPoint presentations or utilizes other software to conduct training; organizes, updates, produces & distributes training materials to off-site locations around the state; schedules & implements hands-on training classes & help desk labs for end-users with various skill sets.	Knowledge of 1, 2*, 3, 4, 6 (19) adult training methodologies. Skill in 7 Ability to 8, 9, 10, 11, 12, 14, 15, (20) speak in front of groups; (21) prepare schedules & logistics
15	Supports customer relationship lead & monitors OAKS Financials through PeopleSoft & OAKS applications (e.g., e-Procurement, Asset Management, Accounts Payable, Capital Improvements) & any related third-party software programs & interfaces: assists in formulating GSD OAKS policies & procedures [e.g., OAKS Customer Relationship Management (CRM), system training]; provides OAKS representation & support for OAKS Financials users; performs system integration & assists with testing (e.g. becomes familiar with functionality, identifies potential business process improvements & system enhancements, provides analysis on configuration issues, maps & validates data, creates test scenarios for system & user acceptance, participates in design of screen & report layouts).	Knowledge of 1, 2*, 3, 5*, 6, (22) call center operations Skill in 7 Ability to 8, 9, 10, 11, 12, 13, 14, 15, (23) follow established procedures
10	Acts on behalf of the Enterprise Resource Platform Manager in his/her absence (e.g., attends meetings & relays decisions, policies & procedures): assists in the management of the GSD OAKS Support 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, Accounts Payable, Capital Improvements); completes other duties as assigned (e.g., special projects, research, reports).	Knowledge of 2*, 3, 5*, 6, (24) supervisory principles & practices Skill in 7 Ability to 8, 9, 10, 11, 12, 14, 15.
	This position is over-time exempt & serves as an essential employee.	*developed after employment.

List Position Numbers and Class Titles of Positions Directly Supervised	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Jeffrey Westhoven/[illegible]	10/24/08

apd 11-24-08 ak