100-000U

POSITION DESCRIPTION

		AGENCY/DEPT ID Administrative Services DAS302310
DIVISION OR INSTITUTION Human Resources	UNIT OR OFFICE Application & Reporting	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005859

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Management Analyst	20005852 HCM Manager

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit C14 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: TO:

JOB TITLE Management Analyst

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
55	Researches & analyzes security access for Ohio Administrative Knowledge System (OAKS) and HR2K in order to create, approve & maintain security access for system users; provides case management of resolution of system security access; provides assistance & information to state agencies & employees in response to telephone & written inquiries; responds to request for information &/or complaints; troubleshoots security access & determines appropriate action for resolution; generates reports about security designations & assignments; consults with appropriate staff to resolve most complex issues; receives & responds to Customer Relationship Management (CRM) tickets received through the OAKS HelpDesk.	Knowledge of: (1) Ohio Administrative Knowledge System (OAKS) system*; (2) agency policies & procedures*; (3) office practices & procedures; (4) public relations/customer service techniques; (5) case management. Skill in: (6) operation of personal computer & associated hardware/software (e.g., MS Word, Excel, PowerPoint, PeopleSoft*). Ability to: (7) gather relevant data to discuss nature of inquiry or complaint; (8) conduct necessary research/retrieval of data & provide appropriate response verbally &/or in writing or refer customer to appropriate staff; (9) prepare sensitive correspondence in response to inquiries; (10) cooperate with co-workers on group projects; (11) define problems, collect data, establish facts & draw valid conclusions.
20	Monitors & runs jobs on a regular basis to update employee certification lists; responds to requests from staff of Human Resource Division (HRD), Certification unit to maintain certification lists; maintains the IBM mainframe for the Testing Database (e.g., certification lists).	Knowledge of: 1, 2*, 3, 4 Skill in: 6. Ability to: 7, 8, 10, 11 *developed after employment

JOB CODE 63211

Appd 5/5/11 Bmo

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	5/5/11

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Administrative Services
DAS302310

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Human Resources	Application & Reporting.	Franklin

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JOB TITLE Management Analyst

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NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: TO:

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Runs daily payroll reports in COGNOS & submits to the Bureau of Workers (e.g., contains information about employee earnings as required by BWC); provides backup support by running COGNOS reports as requested.	Knowledge of: 1, 2*, 3, 4 Skill in: 6. Ability to: 7, 8, 10, 11 *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	B Gerhardstein	5/5/11