

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Human Resources

UNIT OR OFFICE
Training & Development

POSITION NUMBER
20005935 (26202.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
LMS Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005924 Human Resources Manager 4

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	<p>Under direction of the State Training Administrator in collaboration with the Business Transformation Program Manager, oversees & leads all tasks for Enterprise Learning Management (ELM) system; assists managers in development & implementation of policies & procedures for ELM system; responsible for creating, managing & overseeing all project test plans; identifies potential business process improvements & provides input to team lead on configuration issues; executes test scenarios for complex technical changes related to ELM; validates state's requirements for improved business processes in ELM; assists with design & development of report & screen layouts; reviews user documentation & provides comments for clarification/revision; analyzes & defines requirements & business rules to facilitate statewide process design & integration of ELM needs; develops user roles & high-level system design to serve statewide & agency specific ELM needs; writes documentation & performs functional testing; communicates requests/requirements to team business & technical team members; serves as primary customer support answering user questions & submits technical errors to Ohio Administrative Knowledge System (OAKS) technical team; inputs catalog items & facilities into ELM; monitors learning groups within ELM; reviews customization requests from agencies; collaborates with technical team to prioritize customizations; acts as team lead on completion of tasks when required; ensures use of SCORM(Shared Content Object Reference Model) & AICC (Aviation Industry Computer-Based Training Committee) compliant course materials & links electronic training materials to ELM; uses ELM to schedule classes & learners; runs reports as requested; serves as liaison between the Department of Administrative Services (DAS), Human Resources Division (HRD) and OAKS program management to identify updates to OAKS functionality, researches, develops & implements new ELM releases & communicates updates to appropriate users; coordinates communication between project staff & business owners.</p>	<p>Knowledge of: (1) business process & organizational engineering; (2) program & project management; (3) government structure & process*; (4) performance analysis (5) public relations; (6) instructional design principles; (7) adult learning principals (i.e., foundations of learning, transfer, motivation & evaluation); (8) training & development. Skill in: (9) operation of a personal computer & related hardware/software (e.g., MS Word, PeopleSoft, HTML, Frontpage, Dreamweaver, Authorware, MS Outlook, Photoshop, Captivate, JavaScript, CSS, Fireworks, Flash); (10) operation of video-conferencing & audiovisual equipment & other technology used for technology based & classroom-based training purposes; (11) design & development of user acceptance testing. Ability to: (12) define business processes; (13) translate end user needs to system developers; (14) maintain project timelines; (15) research, design, develop, evaluate & edit technology based training & instructional materials; (16) gather feedback to meet performance needs & organization objectives; (17) deal with large number of variables & determine appropriate course of action; (18) handle sensitive inquiries & contact with public & government officials; (19) communicate effectively with diverse range of individuals; (20) project resources & develop timelines; (21) develop & deliver training information; (22) provide exemplary customer service; (23) work alone on most tasks; (24) work on team with individuals of varying skill & education level.</p> <p>*developed after employment</p>

JOB CODE TITLE
Senior Business Transformation Analyst

JOB CODE
63332

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

11/10/08

ADD 11-18-08

