POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	Business Office	Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY)	SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER 20006017

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR - 35
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Business Process Analyst 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
55	On behalf of the Department of Administrative Services (DAS), Office of Information Technology (OIT), Business Office the position will act as the OIT business function liaison to: ➢ Performs as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members & gathers & analyzes information from stakeholders, business owners, customers and management for implementation of information technology solutions: Assesses customer's IT business needs though analysis, research and interview; facilitates information gathering activities; plans and communicates project implementation plans • Communicates and manages information to and from customers, service owners, DAS administration and other stakeholders; provides flowcharts, process flows and other graphical presentations as necessary. • Coordinates and implements new service communication strategy with all stakeholders; identities and communicates service development priorities	**Knowledge of:** (1) oral & written communication tools & techniques; (2) customer support & personal service, (3) state & agency policy, procedures & applicable laws*; (4) mathematic principles relative to assigned area in IT; (5) vision, mission & goals of agency*; (6) technical writing & documentation practices; (7) cost-benefit analysis methods. **Skill for:** (8) service orientation; (9) critical thinking, complex problem solving, judgment & decision making; (10) assuring quality; (11) identifying & specifying business requirements & developing & interpreting policy; (12) strategies governing the planning & delivery of IT services. **Ability to:** (13) prepare meaningful, accurate & concise reports; (14) stay abreast of current technologies in area of IT assigned.
25	➢ Identifies, documents and analyzes business requirements: • Reviews, notifies, documents and explains changes in IT business processes, service rates and related invoicing; analyzes and documents customer concerns; plans and implements corrective action strategies. • Provides content and delivery method for OIT IT Business Office communications including but not limited to emails, memos, web page, service catalog, SLAs and meetings.	**Knowledge of: 1-7*** **Skill for: 8-12** **Ability to: 13-14**
	Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.	*developed after employment

JOB CODE 69962

AAD 11-2-16 VCS

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		9/28/16

POSITION DESCRIPTION

		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Office of Security & Privacy	COUNTY OF EMPLOYMENT Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY)	SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER 20006017

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
IT Security & Privacy Training/Awareness Lead	SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR - 35 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Business Process Analyst 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	➢ Analyzes, reviews, and recommends possible solutions to identified business problems through the implementation of technical solutions & creates Information Technology process flows and flowcharts: • Coordinates and integrates OIT business process requirements with customer requirements; validates information, assesses risk and makes recommendations for successful IT projects • Provides cost and service analysis projections; provides and explains detailed cost breakdowns as required; analyze customer usage requirements, identifies potential usage reductions and/or other cost efficiency strategies; analyze agency usage and cost data to develop trend analysis, estimated usage by customer and service type, analyze anomalies and communicate results to stakeholders	**Knowledge of: 1-7*** **Skill for: 8-12** **Ability to: 13-14**
	Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.	*developed after employment

JOB CODE 69962

APD 11-2-16 VEB

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	9/28/16