

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS505140

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
Business Office

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20006318

Reclassification

New Position

Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Telecommunications Billing Analyst

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

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified

Overtime:  Eligible  Exempt  
If FLSA Exempt, exemption type:

Bargaining Unit 14  
PR 32  
Page 1 of 2

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

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	<p>Under general direction, acts as the Office of Information Technology (OIT), Business Office billing manager for the OIT Service Usage Management System (SUMS): manage IT data collection and input into SUMS; research &amp; analyze customer usage data, accounts receivable data &amp; revenue data to prepare &amp; analyze various financial statements &amp; cost/accounting reports; develop &amp; maintain financial reporting to support rates &amp; revenue collection for OIT services; research, review &amp; document internal policies &amp; procedures &amp; recommends improvements to achieve unit &amp; departmental goals; works closely with existing &amp; new customers to establish, maximize &amp; streamline customer invoice data for purchased OIT goods &amp; services; acts as first line liaison between customers &amp; OIT service areas to address customer concerns &amp; ensure proper service utilization &amp; billing; reviews, evaluates, prepares, coordinates &amp; processes invoices for OIT goods &amp; services to internal and external OIT customers; reviews, interprets &amp; verifies specifications &amp; contractual language, coding &amp; funding of invoices for billable services; ensures accurate &amp; proper billing &amp; receiving reconciliation &amp; verification of revenue by fund &amp; program (i.e., MARCS, Window System Services, Network Services, Acquisitions, etc); utilizes multiple financial reporting tools (i.e., SUMS, OAKS, COGNOS, MRS, other databases &amp; reports) to closely monitor cash by rate pool, invoice aging, program expenditures, payment receipt, deposit information &amp; revenue; closely monitors billing &amp; cost recovery activity for errors; works closely with program areas to identify errors &amp; initiate corrections; serves as primary point of contact for customer relations management (CRM) for billing support; uses personal computer &amp; web-based tools to conduct research; prepares ad-hoc reports using multiple information sources to support tracking &amp; reconciliation of invoices &amp; revenue; works closely with Business Office units, OIT program areas and other DAS divisional staff to gather, prepare and disseminate financial data &amp; information related to billing &amp; revenue; manages &amp;</p>	<p>Knowledge of (1) accounting practices &amp; procedures; (2) billing methodologies, cost recovery methodologies &amp; rate setting processes; (3) telecommunications; (4) research techniques &amp; resources; (5) customer service; (6) network configurations*; Skill in (7) operation of personal computer &amp; associated hardware/software (e.g., MS Office, Internet, CRM*, PeopleSoft); Ability to (8) define problems, collect data, establish facts &amp; draw valid conclusions; (9) understand &amp; interpret extensive variety of technical material in books, journals &amp; manuals; (10) proofread technical materials; (11) gather collate &amp; classify information about data; (12) handle sensitive inquiries from &amp; contacts with vendors &amp; agency telecommunications &amp; fiscal personnel</p> <p>Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12</p> <p>*developed after employment</p>

JOB CODE TITLE  
Fiscal Specialist 2

JOB CODE APD 7-5-12 UAS  
66532

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Ata Basch*

6/25/12

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DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Business Office	COUNTY OF EMPLOYMENT Franklin

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<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills &amp; Abilities</th> </tr> </thead> <tbody> <tr> <td></td> <td>maintains multiple databases &amp; tracking logs (i.e., SUMS billing system including associated tables, manual invoices, direct &amp; indirect invoices, co-location, MARCS radios, contract cost recovery); utilizes OAKS to review &amp; confirm invoice information, payment receipt &amp; deposits; offers recommendations for new and/or improved financial reporting; works with service providers to establish &amp; maintain contractual cost recovery.</td> <td></td> </tr> <tr> <td>35</td> <td>Prepares &amp; analyzes various financial statements &amp; cost accounting reports for Office of Information Technology (OIT): performs fiscal duties associated with billing &amp; cost recovery for OIT services (e.g., works with OIT program representatives, prepares documents, analyzes documents); enters data related to billing &amp; cost recovery into billing database, monitors information in billing databases, prepares financial reports &amp; spreadsheets; assists other unit personnel.</td> <td>Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12</td> </tr> <tr> <td>5</td> <td>Performs other related duties as required: trains internal &amp; external customers on use of billing system, chairs or attends meetings regarding IT services, rate setting, cost recovery, revenue, billing methodologies &amp; business practices; acts as back up for other section personnel; provides invoice interpretation &amp; reconciliation; prepares correspondence; maintains accurate files.</td> <td>Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12</td> </tr> <tr> <td colspan="2"></td> <td>*developed after employment</td> </tr> </tbody> </table>				%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		maintains multiple databases & tracking logs (i.e., SUMS billing system including associated tables, manual invoices, direct & indirect invoices, co-location, MARCS radios, contract cost recovery); utilizes OAKS to review & confirm invoice information, payment receipt & deposits; offers recommendations for new and/or improved financial reporting; works with service providers to establish & maintain contractual cost recovery.		35	Prepares & analyzes various financial statements & cost accounting reports for Office of Information Technology (OIT): performs fiscal duties associated with billing & cost recovery for OIT services (e.g., works with OIT program representatives, prepares documents, analyzes documents); enters data related to billing & cost recovery into billing database, monitors information in billing databases, prepares financial reports & spreadsheets; assists other unit personnel.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12	5	Performs other related duties as required: trains internal & external customers on use of billing system, chairs or attends meetings regarding IT services, rate setting, cost recovery, revenue, billing methodologies & business practices; acts as back up for other section personnel; provides invoice interpretation & reconciliation; prepares correspondence; maintains accurate files.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12			*developed after employment
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