

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS510120
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE OAKS Project Management Office	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073333	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>
			Agency Organizational Tree
USUAL WORKING TITLE OF POSITION FIN Service Assurance Manager		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input type="checkbox"/> Classified <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 PR 17 Page 1 of 2

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

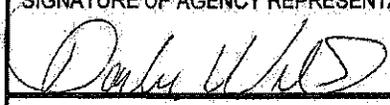
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	Acts as primary interface to and from business process owners and service assurance: proactively manages the business/customer relationship; understands business priorities and portfolio of business initiatives in order to effectively manage customer expectations and negotiate priorities as required; manages service catalog entries related to FIN; leads capacity planning and pipeline management for FIN modules; performs overall scheduling coordination with operations; provides relevant FIN status reports (e.g., executive, OAKS Management, weekly updates); facilitates FIN Community of Practice meetings; approves requests for enhancements to FIN modules; oversees requirements analysis and documentation; reviews system design to ensure that designs address business requirements; reviews and approves production migrations; acts as communications liaison for service related issues, approves use of discretionary hours, approves project deliverables and change requests.	Knowledge of (1) computer science; (2) state human resources/payroll processes; (3) PeopleSoft FIN module functionality and business processes; (4) business and architecture components; (5) budgeting, planning and forecasting; (6) project management; (7) contract governance; (8) capacity planning; Skill in (9) operation of personal computer and associated hardware/software; Ability to (10) turn concepts into working models; (11) define problems, collect data, establish facts, draw valid conclusions and initiate solutions; (12) communicate effectively with business owners, vendors, and internal staff and general public both orally and in writing; (13) handle sensitive inquiries, contacts and complaints from officials and general public.
20	Works with central agency functional teams, business owners, and operations professionals involved in analyzing business needs of customers to support the maintenance and enhancement of the PeopleSoft FIN application; interacts with technical operations staff; statements of work and change order requests; works with operations and service assurance to resolve service level issues; ensures service level agreements are met.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, (14) supervision; (15) service level agreements; Skill in 9 Ability to 10, 11, 12, 13; (16) assess technical statements of work and change orders; (17) develop and manage system requirements.

JOB CODE TITLE
Project Manager 3

JOB CODE
63383

Apr 3/15/13 wa

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 2-1-13
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AGENCY/DEPT ID
Department of Administrative Services
DAS510120

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
OAKS Project Management Office

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20073333

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
FIN Service Assurance Manager

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

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 22
PR 17
Page 2 of 2

If FLSA Exempt, exemption type:

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
20	Acts as project manager for Service Assurance projects related to Ohio Administrative Knowledge System (i.e., OAKS running on PeopleSoft applications) Financials (FIN) Modules (e.g., accounts payable, accounts receivable, asset management, billing, eProcurement, eSupplier, general ledger, and strategic sourcing); manages multiple projects; participates in FIN program and contract compliance; participates in review and approval of vendor project estimates (e.g., level of effort); assumes accountability for vendor project execution, service delivery, and overall performance across the portfolio of projects and discretionary enhancements approved by the Steering Committee; develops and implements program and project policies and procedures;	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 16 Skill in 9 Ability to 10, 11, 12, 13, 17
10	Performs other related duties as assigned: serves as backup to other administrators when necessary; works on special requests; represents FIN at meetings, conferences & on committees.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13

JOB CODE TITLE
Project Manager 3

AD 3/15/13 JAR

JOB CODE
63383

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Debra Wald

3/15/13