

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
OAKS/Project Management Team

POSITION NUMBER
20073487

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Administrative Assistant

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20073537 Business Transformation Program Manager

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
50	Assists in program direction by relieving Ohio Administrative Knowledge System (OAKS) Business Transformation Program Manager of variety of difficult administrative duties: responds to issues & needs of program staff; leads work groups on special projects; develops & implements administrative policies & procedures; serves as liaison between Program Manager & subordinates, project consultants, upper-level management, & representatives of other agencies; gives direction to program staff; follows up on issues & transmits decisions & directives; represents OAKS at meetings; schedules & maintains the Program Manager's calendar; assists Executive Program Manager's Administrative Assistant when needed; composes &/or prepares confidential documents & correspondence; attends weekly team, cross-team, agency meetings & project kickoffs; develops & presents project overviews.	Knowledge of (1) business administration; (2) management; (3) public relations/customer service; (4) office practices & procedures; (5) agency policies & procedures*; (6) government structure & process*; (7) customer service techniques; Skill in (8) operation of personal computer & associated hardware/software (e.g., Microsoft Office, Outlook; Project, PowerPoint); Ability to (9) write letters, papers & reports; (10) handle sensitive inquiries from & contacts with government officials; (11) define problems, collect data, establish facts & draw valid conclusions; (12) establish work priorities & meet deadlines; (13) communicate effectively in writing & orally.
40	Utilizes project management software (e.g., MS Project, Excel Spreadsheets & Peoplesoft's Customer Relationship Management) to track deliverables, Work Breakdown Structure, cross-team activities, project & system issues & progress of OAKS modules being developed for future releases; works with release project managers to plan & schedule tasks associated with each release; coordinates & assists multiple release project managers with tasks associated with their specific releases, (e.g., schedules individual, team & cross-team meetings, provides additional equipment, supplies & manpower if requested & provides status updates to the project management office; creates project reports for Program Manager, release project managers & agency representatives on a weekly, monthly & annual basis; tracks project work assigned by Program Manager & reports on status as requested; reviews & provides recommendations to improve the OAKS website.	Knowledge of 1, 2, 3, 4, 5*, 6*, 7, (14) project management; Skill in 8, (15) operation of project management software (e.g., MS Project; Ability to 9, 10, 11, 12, 13, (16) track progress of release projects. * developed after employment

JOB CODE TITLE
Administrative Assistant 3

JOB CODE
63123

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Darlene Wild

6-17-09

Apr 6-23-09 CB

