

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/510120
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE OAKS/FIN Service Assurance	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073531	<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 CRM Analyst		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073333 Data Systems Administrator	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm & subject to overtime/call back 24X7			

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
45	Provides technical advice & guidance to information technology personnel & business owners of Ohio Administrative Knowledge System (i.e., OAKS running on PeopleSoft application) regarding multiple & sensitive initiatives related to the Customer Relationship Management module and business practices associated with CRM interaction with Help Desk operations: advises business owners & managers at middle & top management levels, as well as OAKS managers, on overall program & contract governance; upon "go live" of Managed Services Vendor (MSV), utilizes knowledge of technical aspects (e.g., development, technologies) of enterprise CRM system to review & recommend approval of vendor estimates (e.g., level of effort, costs) for enhancements & project activities; reviews detailed designs, statements of work & change order requests; ensures that vendor is correctly classifying defects versus enhancements to the system; monitors CRM module service level agreements for vendor compliance; provides input & direction to vendor regarding interfacing with state or external systems & resources; ensures priority of business driven events is conveyed to the vendor; escalates Level 3 technical issues to manager; contributes to capacity planning & scheduling coordination with vendor; interacts with state customers, other OAKS Service Assurance team members, & MSV on a daily basis in support of meeting customer expectations & supporting the enterprise.	Knowledge of (1) PeopleSoft Customer Relationship Management Module; (2) public relations & customer service techniques; (3) technical aspects (e.g., development, technologies) of enterprise CRM system; (4) CRM module interaction with other PeopleSoft modules (ie HCM) (5) systems analysis & design; (6) capacity planning; Skill in (7) use of personal computer & associated hardware/software; Ability to (8) define problems, collect data, establish facts, research solutions & analyze data to provide recommendations; (9) analyze multiple proposed initiatives or solutions simultaneously; (10) meet established schedules & deadlines in an organized manner; (11) interface with diverse groups; (12) provide thoughtful leadership & influence in a team environment; (13) translate technical information into easily understood information; (14) prepare meaningful, concise, & accurate reports; (15) prepare & present information to diverse groups.

Apd 3-13-09 CB

JOB CODE TITLE
Information Technology Consultant 2

JOB CODE
64162

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 3-11-09
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