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

| POSITION NUMBER 20073536 | <input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update | | Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree | | | | | | | | | |
|--|--|--|---|---------------------------------------|-----------------------------------|-------------------------------|----|--|--|----|---|---|
| | USUAL WORKING TITLE OF POSITION HCM Service Assurance Manager | | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073332 Deputy Director 6 | | | | | | | | | |
| | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified <input 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 Page 1 of 2 | | | | | | | | |
| | NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm | | | | | | | | | | | |
| JOB DESCRIPTION AND WORKER CHARACTERISTICS | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills & Abilities</th> </tr> </thead> <tbody> <tr> <td>25</td> <td> Acts as project manager for Service Assurance projects related to Ohio Administrative Knowledge System (i.e., OAKS running on PeopleSoft applications) Human Capital Management (HCM) Modules (e.g., payroll, benefits, human resources, enterprise learning management); manages multiple and sensitive projects; oversees HCM program and contract compliance; participates in review and approval of vendor estimates (e.g., level of effort); assumes accountability for vendor execution, service delivery, and overall performance across the portfolio of projects and discretionary enhancements approved by the Steering Committee; leads capacity planning and pipeline management for HCM modules; performs overall scheduling coordination with vendor; provides relevant HCM status reports (e.g., executive, OAKS Management, weekly updates); develops and implements program and project policies and procedures; acts in absence of program manager for HCM Module decisions. </td> <td> Knowledge of (1) computer science; (2) state human resources/payroll processes; (3) PeopleSoft HCM 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. </td> </tr> <tr> <td>50</td> <td> Organizes, directs and manages activities of team of information technology (IT) professionals involved in analyzing business needs of customers to support the vendor's maintenance and enhancement of the PeopleSoft HCM application that supports HCM modules: supervises lower-level technical staff (e.g., approves time and attendance, completes performance evaluations, sets goals, recommends hiring/promotion/demotion, dismissal/suspension or other discipline, recommends staffing levels; assesses personal learning plans); reviews detailed designs, statements of work and change order requests; works with vendor to resolve service level issues; ensures service level agreements are met; leads capacity planning and pipeline management; performs overall scheduling coordination with vendor. </td> <td> Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, (14) supervision; (15) employee training and development; (16) service level agreements; Skill in 9 Ability to 10, 11, 12, 13; (17) assess technical statements of work and change orders. </td> </tr> </tbody> </table> | | | | % | Job Duties in Order of Importance | Knowledge, Skills & Abilities | 25 | Acts as project manager for Service Assurance projects related to Ohio Administrative Knowledge System (i.e., OAKS running on PeopleSoft applications) Human Capital Management (HCM) Modules (e.g., payroll, benefits, human resources, enterprise learning management); manages multiple and sensitive projects; oversees HCM program and contract compliance; 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| JOB CODE TITLE Data Systems Administrator JOB CODE 64135 | List Position Numbers & Job Titles of Positions Directly Supervised: 20074627 IT Architect/Consultant 1 20074504 Business Process Anl 3 20074506 Business Process Anl 3 | | SIGNATURE OF AGENCY REPRESENTATIVE  | | | | | | | | | |
| | | | DATE 5/25/10 | | | | | | | | | |

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| 15 | Acts as primary interface to and from business process owners and service providers: 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; approves requests for enhancements to HCM modules; oversees requirements analysis and documentation; reviews system design to ensure that designs address business requirements; reviews and approves production migrations; acts as escalation point to resolve Level 3 technical issues. | 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 HCM at meetings, conferences & on committees. | Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13 |

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