

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
OAKS/Program Management

POSITION NUMBER  
20073570

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Business Analyst

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

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
Intermittent up to 1000 hours per fiscal year

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Manages components of projects for Ohio Administrative Knowledge System (OAKS): develops & implements state configuration policy & procedure regarding project management collaboration & management applications; defines process improvement needs; analyzes requirements to facilitate design & integration of business process improvements; analyzes & defines requirements & business rules to facilitate design & integration; documents requirements with the goal of replacing legacy systems or achieving process improvements in existing & new systems; configures & tests applications; evaluates security permissions associated with applications; interprets related reports, creates test plans, participates in design & development of report & screen layouts; develops & presents briefings depicting process change advantages, anticipated savings & general management considerations; communicates potential changes; assist OAKS project managers with issue tracking & maintaining project plans.	Knowledge of (1) Software Development Life Cycle (SDLC); (2) web-based applications (e.g., PeopleSoft); (3) business requirements analysis; (4) project management; (5) Skill in (6) operation of personal computer & associated hardware & software; (7) creation of test conditions, scripts & plans; Skill in (8) operation of personal computer & associated hardware/software/ Ability to (9) deal with many variables & determine specific course of action; (10) use proper research methods in gathering data; (11) gather & classify requirements; (12) draft &/or edit administrative policies, procedures, informational booklets & directives.
40	Utilizes email & OAKS Customer Relationship Management (CRM) application to assist OAKS functional team in responding to issues: reviews CRM tickets & looks for unanswered tickets regarding FTP server & other technical team issues; analyzes trouble tickets (e.g., researches the issue, talks to customer, works with other team members, tests scenarios, attempts to recreate the error) & resolves issue or escalates to appropriate team member for resolution.	Knowledge of 1, 2, 3, 4, 5, 6, 7 Skill in 8 Ability to 9, 10, 11, 12.
15	Writes & edits documentation for project: creates, maintains, & updates documentation while adhering to standardized format & style guidelines which ensure accuracy, consistency & quality of documentation.	Knowledge of 1, 2, 3, 4, 5, 6, 7 Skill in 8 Ability to 9, 10, 11, 12.

JOB CODE TITLE  
Management Analyst Supervisor 1

JOB CODE  
63215

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9/24/08

April 9-30-08 CB

