

POSITION DESCRIPTION

AGENCY/DEPT ID DAS510120

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
OAKS/HCM

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
PeopleSoft HCM

SECONDARY TECHNOLOGY (IT ONLY)
Tumbleweed

POSITION NUMBER
20074504

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Service Assurance Lead

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20073536 Data Systems Administrator

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 14

If FLSA Exempt, exemption type:

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

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	<p>Uses business process modeling and/or vendor solution evaluations to analyze potential for streamlining or reengineering business processes via implementation of information technology solutions; identifies risks and recommends changes related to processes, projects and procedures; makes recommendations for gains in efficiency or costs thru implementation of information technology solutions. Develops project plan with project manager or recommends approach through defining tasks, leading meetings and other tasks to gather and coordinate activities for requirements gathering.</p>	<p>Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) IT systems development lifecycle management concepts; (6) technical writing & documentation practices; (7) quality assurance principles; (8) requirement analysis principle & methods; (9) methods & approaches for sharing information through the use of IT assets; (10) business process modeling methods & techniques; (11) IT security principles & methods; (12) technical tools available for consideration (13) IT principles, methods & practices in the assigned specialty area; (14) performance monitoring principles & methods; (15); interrelationships of multiple IT specialties; (16) business process & operations of customer organizations; (17) IT metrics methods & concepts; (18) cost-benefit analysis methods; (19) project management principles & methods.</p> <p>Skill for: (20) reading comprehension; (21) speaking, (22) service orientation; (23) assuring quality; (24) identifying & specifying business requirements; (25) operation analysis; (26) time management; (27) interviewing; (28) presenting; (29) facilitating; (30) troubleshooting; (31) critical thinking;</p>

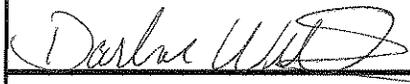
JOB TITLE
Business Process Analyst 3

JOB CODE
69963

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4/22/10

Apd 4-28-10 CB

POSITION DESCRIPTION

AGENCY/DEPT ID DAS510120

DIVISION OR INSTITUTION: Office of Information Technology
 UNIT OR OFFICE: OAKS/HCM
 COUNTY OF EMPLOYMENT: Franklin

This row is for Information Technology classifications ONLY
 PRIMARY TECHNOLOGY (IT ONLY): PeopleSoft HCM
 SECONDARY TECHNOLOGY (IT ONLY): Tumbleweed

Reclassification New Position Update
 Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Service Assurance Lead
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20073536 Data Systems Administrator

Permanent Classified Overtime: Eligible Exempt
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type:
 Bargaining Unit 14
 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
 FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

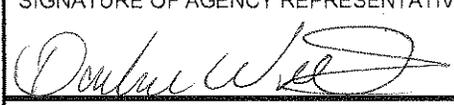
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(32) complex problem solving; (33) developing & interpreting policy & strategies governing the planning and delivery of IT services; (34) judgment & decision making; (35) coordinating. Ability to: (36) define problems, collect data, establish facts & draw valid conclusions; (37) prepare meaningful, accurate & concise reports; (38) stay abreast of current technologies in area of IT assigned; (39) apply new developments to previously unsolvable problems
40	Gathers and analyzes information from stakeholders, business owners, customers and management. Performs as liaison between various stakeholders, managing stakeholder expectations and ensuring successful communications between project team members.	Knowledge of: 1 – 19 Skill for: 20 – 34 Ability to: 36 – 39
40	Performs validation of solutions by analyzing the end product and specification requirements. Plans and conducts formal mentorship activities for peers and/or lower-level staff via verbal instruction or technical documentation.	Knowledge of: 1 – 19 Skill for: 20 – 34 Ability to: 36 – 39
	<i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i>	*developed after employment

Appl 4-28-10CB

POSITION NUMBER
20074504

JOB TITLE
Business Process Analyst 3

JOB CODE
69963

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 SIGNATURE OF AGENCY REPRESENTATIVE: 
 DATE: 4/22/10