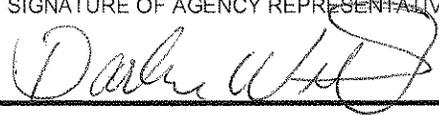


<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/510120
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE OAKS/HCM Service Assurance	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20074506	<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 HCM Service Assurance Lead		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073536 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			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	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 human capital management (HCM) modules (e.g., human resources, payroll, time/labor, benefits, ELM); 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 HCM 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 HCM 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 HCM functional modules (e.g., HR, benefits, payroll, time/labor, ELM); (2) public relations & customer service techniques; (3) technical aspects (e.g., development, technologies) of enterprise HCM system; (4) HCM module business processes; (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.		
JOB CODE 64162	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 3/4/09	

Appd 3/4/09 CB

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

POSITION NUMBER 20074506	<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 HCM Service Assurance Lead		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20073536 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 2 of 2								
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am      TO: 5:00 pm & subject to overtime/call back 24X7											
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>												
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills &amp; Abilities</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">45</td> <td style="vertical-align: top;">                     Serves as liaison between assigned counterparts of service providers &amp; business owners: utilizes knowledge of PeopleSoft technologies (e.g., People Tools, PeopleCode, SQL, Application Designer, Application Messaging, reporting tools, configuration) to ensure interoperability &amp; security of HCM system; analyzes &amp; assesses impact of production system changes on existing analytics &amp; implements changes to HCM components to ensure consistent &amp; accurate reporting; proactively contributes to business &amp; customer relationships; reviews customer expectations &amp; negotiates priorities; provides input to prioritization of break/fix, discretionary &amp; other requirements consistent with project objectives; participates in requirements analysis &amp; documentation; consults with customers during system design to ensure that technical requirements &amp; detailed designs address business requirements; reviews &amp; recommends approval of production migrations; provides information to manager regarding defects or working requests; works with vendor look alike to track progress on activities; makes recommendations to manager on issues needing additional follow-up; makes recommendations to manager for assigned area modules (e.g., human resources, benefits, payroll, time/labor, ELM); responds to system issues 24 hours/day, 7 days/week which may require overtime or call back; may be required to carry cell phone or wear pager.                 </td> <td style="vertical-align: top;">                     Knowledge of 1, 2, 3, 4, 5, (16) PeopleSoft technologies (e.g., People Tools, PeopleCode, SQL, Application Designer, Application Messaging, reporting tools, configuration);                      Skill in 6                      Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, (17) respond to system issues 24X7 &amp; carry cell phone or wear pager.                 </td> </tr> <tr> <td style="vertical-align: top;">10</td> <td style="vertical-align: top;">                     Performs other related duties as assigned: works on special requests; attends meetings &amp; conferences; serves on committees; attends seminars &amp; classes to stay abreast of technological developments.                 </td> <td style="vertical-align: top;">                     Knowledge of 1, 2,                      Skill in 6                      Ability to 12, 14, 16   <u>Position Specific Minimum Qualifications</u>                       24 mos. exp. with PeopleSoft HCM functional modules (e.g., HR, benefits, payroll, time/labor, ELM).                       18 mos. exp. with technical aspects (e.g., development, technologies) of enterprise HCM system.                 </td> </tr> </tbody> </table>				%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	45	Serves as liaison between assigned counterparts of service providers & business owners: utilizes knowledge of PeopleSoft technologies (e.g., People Tools, PeopleCode, SQL, Application Designer, Application Messaging, reporting tools, configuration) to ensure interoperability & security of HCM system; analyzes & assesses impact of production system changes on existing analytics & implements changes to HCM components to ensure consistent & accurate reporting; proactively contributes to business & customer relationships; reviews customer expectations & negotiates priorities; provides input to prioritization of break/fix, discretionary & other requirements consistent with project objectives; participates in requirements analysis & documentation; consults with customers during system design to ensure that technical requirements & detailed designs address business requirements; reviews & recommends approval of production migrations; provides information to manager regarding defects or working requests; works with vendor look alike to track progress on activities; makes recommendations to manager on issues needing additional follow-up; makes recommendations to manager for assigned area modules (e.g., human resources, benefits, payroll, time/labor, ELM); responds to system issues 24 hours/day, 7 days/week which may require overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of 1, 2, 3, 4, 5, (16) PeopleSoft technologies (e.g., People Tools, PeopleCode, SQL, Application Designer, Application Messaging, reporting tools, configuration); Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, (17) respond to system issues 24X7 & carry cell phone or wear pager.	10	Performs other related duties as assigned: works on special requests; attends meetings & conferences; serves on committees; attends seminars & classes to stay abreast of technological developments.	Knowledge of 1, 2, Skill in 6 Ability to 12, 14, 16  <u>Position Specific Minimum Qualifications</u>  24 mos. exp. with PeopleSoft HCM functional modules (e.g., HR, benefits, payroll, time/labor, ELM).  18 mos. exp. with technical aspects (e.g., development, technologies) of enterprise HCM system.
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities										
45	Serves as liaison between assigned counterparts of service providers & business owners: utilizes knowledge of PeopleSoft technologies (e.g., People Tools, PeopleCode, SQL, Application Designer, Application Messaging, reporting tools, configuration) to ensure interoperability & security of HCM system; analyzes & assesses impact of production system changes on existing analytics & implements changes to HCM components to ensure consistent & accurate reporting; proactively contributes to business & customer relationships; reviews customer expectations & negotiates priorities; provides input to prioritization of break/fix, discretionary & other requirements consistent with project objectives; participates in requirements analysis & documentation; consults with customers during system design to ensure that technical requirements & detailed designs address business requirements; reviews & recommends approval of production migrations; provides information to manager regarding defects or working requests; works with vendor look alike to track progress on activities; makes recommendations to manager on issues needing additional follow-up; makes recommendations to manager for assigned area modules (e.g., human resources, benefits, payroll, time/labor, ELM); responds to system issues 24 hours/day, 7 days/week which may require overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of 1, 2, 3, 4, 5, (16) PeopleSoft technologies (e.g., People Tools, PeopleCode, SQL, Application Designer, Application Messaging, reporting tools, configuration); Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, (17) respond to system issues 24X7 & carry cell phone or wear pager.										
10	Performs other related duties as assigned: works on special requests; attends meetings & conferences; serves on committees; attends seminars & classes to stay abreast of technological developments.	Knowledge of 1, 2, Skill in 6 Ability to 12, 14, 16  <u>Position Specific Minimum Qualifications</u>  24 mos. exp. with PeopleSoft HCM functional modules (e.g., HR, benefits, payroll, time/labor, ELM).  18 mos. exp. with technical aspects (e.g., development, technologies) of enterprise HCM system.										
JOB CODE 64162	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 									
			DATE 3/4/09									

App'd 3/4/09 CB