100-400N

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
OAKS/Application Support/Finance Team

POSITION NUMBER
20074982

JOB CODE TITLE
Management Analyst Supervisor 1

JOB CODE
63215

☒ State Agency ☐ County Agency ☒ New Position ☐ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
OAKS Billing Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20074981 Management Analyst Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
85	Serves as agency manager for Ohio Administrative Knowledge System (e.g., OAKS running on PeopleSoft application), Application Support Team, Accounts Receivable Module, Billing component: reviews current requirements & gathers additional requirements for enhancements; researches & analyzes current operations, systems & procedures to determine where improvements are needed; researches & resolves data issues in the Accounts Receivable (AR) and billing systems using PS/Query & ISQL; consults with customer staff to analyze business issues & work toward solutions to business problems; works closely with system designers, Office of Budget & Management (OBM) state accounting teams to configure billing tables & coordinate changes to other fields; develops & implements policies & procedures related to billing issues; responds to inquiries requiring higher-level knowledge of AR and billing processes which support business requirements; provides support to agencies by researching & fixing issues with billing elements; provides production support & problem determination; develops custom processes; works closely with development & technical teams to provide functional requirements (i.e., designs) for enhancements to software; writes & executes test conditions & scripts to ensure systems is functioning properly when new patches/bundles are loaded into system; analyzes patches & bundles to determine any impact to customizations; creates & tests System Investigation Reports (SIR) issues utilizing the information technology governance application; responds to AR and billing issues 24 hrs/day, 7 days/week which may require carrying a cell phone or wearing a pager.	Knowledge of (1) PeopleSoft web-based application; (2) State of Ohio accounts receivable billing programs & processes; (3) business administration; (4) laws, rules, & regulations relating to accounts receivable; (5) integration of other modules with FIN module (e.g., general ledger, purchasing, accounts payable, human capital management, capital projects system, asset management, budget & planning, EPM); (6) PeopleSoft error resolution process; Skill in (7) operation of personal computer & associated hardware & software; (8) configuring AR & billing systems; Ability to (9) deal with many variables & determine specific course of action; (10) use proper research methods in gathering data; (11) define problems, collect data, establish facts & draw valid conclusions; (12) draft &/or edit administrative policies, procedures, informational booklets & directives; (13) respond to system issues 24X7; (14) carry cell phone or wear pager.
15	Performs other related duties as assigned: provides backup to the AR lead; works with change management team to design & review end-user training programs for the billing systems; identifies areas of significant change in processes to the end user & makes recommendations for additional job aides to assist in facilitating user training. Position is overtime exempt.	Knowledge of 1, 2*, 3, 4, 5, 6 Skill in 7, 8 Ability to 9, 10, 11, 13, 14.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Clair Overley Jr

DATE: 12-7-07

Appd 1-2-08 CB