

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
OAKS/Infrastructure

POSITION NUMBER  
20075554

State     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Configuration Management Analyst

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20074529 Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.

Page 1 of 2

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
45	<p>Manages Production and non-Production work requests for the Ohio Administrative Knowledge System (OAKS): ensures Production &amp; non-Production work requests are completed within defined service levels; confirms that all requests are correctly submitted &amp; all required information has been included; corrects, rejects, requests additional information as needed; ensures incoming requests are assigned to proper group within OAKS infrastructure team &amp;/or Office of Information (OIT); monitors assigned requests to ensure completion &amp; that status has been updated within ITG; administers Mercury IT Governance (ITG) Workbench ; monitors ITG tool; adds, removes, &amp; updates ITG users; monitors licenses; resolve user problems with ITG.</p>	<p>Knowledge of (1) Mercury IT Governance tool; (2) computer science; (3) project &amp; program management; (4) public relations; (5) agency policies &amp; procedures*; (6) government structure &amp; process*; (7) batch processing protocols;</p> <p>Skill in (8) microcomputers &amp; associated hardware/software (e.g., Visio, UNIX, PeopleSoft, SQL);</p> <p>Ability to (9) handle sensitive inquiries from &amp; contacts with government officials; (10) define problems, collect data, establish facts &amp; draw valid conclusions; (11) establish work priorities &amp; meet deadlines; (12) read &amp; understand technical manuals &amp; instructions; (13) recognize unusual or threatening conditions &amp; take appropriate action.</p>
40	<p>Serve as the gatekeeper for all production migrations: verifies that all required information &amp; approvals for migrations are present &amp; current; assigns migration requests to appropriate member of migration team; prepares &amp; distributes daily production migration reports &amp; release notes; verifies &amp; coordinates Emergency Production Migrations; participates in &amp;/or facilitates Change Request Board meetings as requested by management; provides documentation as requested for future IT audits to confirm that procedures are being followed.</p>	<p>Knowledge of 1, 2, 3, 4, 5*, 6*, 7</p> <p>Skill in 8</p> <p>Ability to 9, 10, 11, 12, 13.</p> <p>*developed after employment</p>

JOB CODE TITLE  
Management Analyst Supervisor 1

JOB CODE  
63215

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*F. Steve Brown*

2/25/08

Apr 3-4-08 CB

<h1 style="margin: 0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF
	ADMINISTRATIVE SERVICES
	AGENCY Department of Administrative Services
DIVISION OR INSTITUTION Office of Information Technology	
UNIT OR OFFICE OAKS/Infrastructure	

POSITION NUMBER 20075554	<input checked="" type="checkbox"/> State <input type="checkbox"/> County Agency <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Change	County of Employment Franklin
	USUAL WORKING TITLE OF POSITION Configuration Management Analyst	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20074529 Information Technology Manager 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m.	

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
10	Supports other components of technical architecture (e.g., basic PeopleSoft administration support, batch configuration support, general support of other components of technical architecture)*: completes daily health checks of technical architecture; responds to system issues 24X7 as needed; may require overtime/call back on 24X7 basis; may be required to carry cell phone, carry pager or other necessary electronic device.	Knowledge of 2, 3, 4, 5*, 6*, 7, (14) PeopleSoft administration, batch configuration, other components of technical architecture*; Skill in 8 Ability to 9, 10, 11, 12, 13, (15) respond to batch processing issues 24X7; (16) carry cell phone &/or wear pager.
5	Performs other related tasks as required: completes reports to show trends such as number of project migrations, turn-around time for service requests, & any future service levels information required for OAKS.	Knowledge of 2, 3, 4, 5*, 6* Skill in 8 Ability to 10, 11, (17) develop concise & accurate reports.

Position is overtime exempt.

\*developed after employment

April 3-4-08 CB

JOB CODE TITLE  
 Management Analyst Supervisor 1

JOB CODE  
 63215

List Position Numbers & Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 2/25/08
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