

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS106145
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE Business Operations	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20075714	<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 DAS FIN Training Officer		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20075864 Business Transformation Analyst		
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input 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: 8:00a.m. TO: 5:00p.m.				
JOB DESCRIPTION AND WORKER CHARACTERISTICS					
%	Job Duties in Order of Importance		Knowledge, Skills & Abilities		
30	Independently assesses training needs for DAS FIN Program Management Office in order to plan training activities to meet those needs; develops training materials for Ohio Administrative Knowledge System (OAKS) Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management, Capital Improvements); writes, designs, & develops training curriculum; develops web-based training, webinars, pamphlets, programs & training materials for statewide use; reviews & revises training materials; conducts training needs assessments.		Knowledge of (1) agency policies & procedures*; (2) customer service; (3) business administration; (4) applicable state & federal laws, procedures & standards governing public procurement; (5) public relations; (6) training techniques & instructional design methodology. Skill in (7) operation of personal computer & associated hardware/software (e.g., Word, XP Professional, Excel, PowerPoint, Outlook, Internet Explorer, Visio, Captivate*, Dreamweaver*, PeopleSoft Enterprise Applications*, Skire Unifier*); (8) operation of audio visual & training equipment & presentation software (e.g., LCD projector, laptop computer); (9) conducting needs assessments. Ability to (10) handle sensitive telephone & face-to-face inquiries & contacts with public & government; (11) write memos, reports & learner guides; (12) speak before general public; (13) write & deliver training information; (14) define problems, collect data, establish facts & draw valid conclusions; (15) gather, collate & classify information according to established methods; (16) maintain accurate records; (17) use proper research methods in gathering data; (18) communicate clearly & effectively; (19) interact with individuals at various educational levels; (20) obtain & maintain valid driver's license.		
JOB CODE 64652	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/ice</i>		DATE 4/26/10

April 4-26-10 @aw

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<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills & Abilities</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">30</td> <td> Researches & analyzes OAKS Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management, Capital Improvements) in order to provide case management & resolution of complex internal issues: uses OAKS Customer Relationship Management (CRM) system to provide assistance & information to state agencies, employees & vendors in response to telephone, written & in-person inquiries; responds to requests for information & conducts system support for end-users (i.e., presents one-on-one training); consults with OAKS functional teams on complex issues; measures & evaluates CRM case flow. </td> <td> Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19 </td> </tr> <tr> <td style="text-align: center;">30</td> <td> Plans, schedules & conducts training programs: develops materials & conducts training sessions & labs; coordinates promotional displays & materials; coordinates training logistics; delivers training information to various end-users; communicates OAKS system features. </td> <td> Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 </td> </tr> <tr> <td style="text-align: center;">10</td> <td> Maintains records & reports on DAS FIN training activities & communicates training information: uses OAKS Enterprise Learning Management (ELM) system to schedule employees to attend training sessions; compiles training data; prepares correspondences; disseminates information regarding scheduling & course materials; maintains employee training files; creates & implements surveys; analyzes data; presents results in clear & efficient manner & assists in administering the outcomes; seeks & reports ongoing customer feedback to work unit & implements solutions. Will require travel. </td> <td> Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20 </td> </tr> </tbody> </table>					%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	30	Researches & analyzes OAKS Financial modules (e.g., e-Procurement, Strategic Sourcing, Asset Management, Capital Improvements) in order to provide case management & resolution of complex internal issues: uses OAKS Customer Relationship Management (CRM) system to provide assistance & information to state agencies, employees & vendors in response to telephone, written & in-person inquiries; responds to requests for information & conducts system support for end-users (i.e., presents one-on-one training); consults with OAKS functional teams on complex issues; measures & evaluates CRM case flow.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19	30	Plans, schedules & conducts training programs: develops materials & conducts training sessions & labs; coordinates promotional displays & materials; coordinates training logistics; delivers training information to various end-users; communicates OAKS system features.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20	10	Maintains records & reports on DAS FIN training activities & communicates training information: uses OAKS Enterprise Learning Management (ELM) system to schedule employees to attend training sessions; compiles training data; prepares correspondences; disseminates information regarding scheduling & course materials; maintains employee training files; creates & implements surveys; analyzes data; presents results in clear & efficient manner & assists in administering the outcomes; seeks & reports ongoing customer feedback to work unit & implements solutions. Will require travel.	Knowledge of 1, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
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64652 Training Officer