

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

<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Change	County of Employment Franklin
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USUAL WORKING TITLE OF POSITION OAKS CI Technical Manager	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005523 Management Analyst Supervisor 2
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NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m., occasional evening or weekend hours are required.	Page 1 of 2
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
55	<p>On behalf of General Services Division (GSD) &amp; Ohio Administrative Knowledge System (OAKS) Capital Improvements (CI) Project Manager, serves as an agency manager &amp; OAKS CI Technical Manager: acts as team lead for statewide OAKS CI technical support (e.g., formulates &amp; implements policy); serves as lead contact with system vendor regarding technical Unifier application issues; schedules &amp; manages implementation of Unifier configuration changes; monitors assigned requests to ensure completion; performs or manages all system administration (e.g., maintenance of Unifier business processes, interfaces, pull down value lists, funding breakdown structure, work breakdown structure); analyzes system administration needs; prepares &amp; communicates system administration procedures; coordinates system preparation with local project managers around state; monitors &amp; answers help desk cases; manages production &amp; non-production work requests for OAKS CI; creates new projects, maintains user &amp; vendor databases; maintains Unifier templates &amp; coordinates activities with DAS Information Technology Services; supports other components of technical architecture (e.g., Unifier, 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 be required to carry cell phone, pager or other necessary electronic device; develops complex database reports (e.g., show trends, provide information to end-users, analyze any future service levels of information required for OAKS CI).</p>	<p>Knowledge of (1) public relations; (2) state of Ohio business, capital improvement &amp; procurement processes &amp; procedures*; (3) public administration; (4) system administration practices; (5) configuration management; (6) supervisory principles &amp; practices; (7) Skire Unifier*; (8) PeopleSoft*; (9) reporting tools (e.g., Cognos, Crystal Reports, SQL) Skill in (10) operation of personal computer &amp; associated software (e.g., MS Word, Access, Excel, PowerPoint, MS XP Professional, MS Windows, MS Outlook, MS Internet Explorer, Visio, PeopleSoft, Unifer). Ability to (11) develop, administer or maintain department-wide computer application used by external customers; (12) perform system administration; (13) maintain sensitive information; (14) collect, sort &amp; prepare information in clear concise format; (15) communicate effectively; (16) work in groups &amp; independently; (17) maintain accurate records; (18) prepare concise &amp; accurate reports using computer software (e.g., Cognos*, SQL, Crystal Reports); (19) deal with large number of variables &amp; determine appropriate course of action; (20) develop &amp; implement policies &amp; procedures.</p> <p style="text-align: right; font-size: small;">*developed after employment.</p>

POSITION NUMBER  
20075865

JOB CODE TITLE  
Management Analyst Supervisor I

JOB CODE  
63215

apd 6-2-08 ck

List Position Numbers and Class Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven</i>	DATE 5/30/08
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AGENCY  
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POSITION NUMBER  
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State Agency     County Agency     New Position     Change

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Franklin

USUAL WORKING TITLE OF POSITION  
OAKS CI Technical Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005523 Management Analyst Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m., occasional evening or weekend hours are required. Page 2 of 2

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB CODE TITLE  
Management Analyst Supervisor I

JOB CODE  
63215

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Monitors OAKS CI through Skire Unifier & PeopleSoft Applications as they relate to CI (e.g., Capital Improvements, Procurement, Accounts Payable, Asset Management) & any related third-party software programs & interfaces; provides OAKS CI representation & support for all OAKS CI users; assists OAKS CI Support Manager & CI Project Manager in incorporating system requirements into OAKS CI; assists in formulating CI policies & procedures (e.g., OAKS Customer Relationship Management [CRM], system training); performs system integration & assists with testing (e.g., becomes familiar with functionality contained in Skire Unifier software, identifies potential business process improvements, provides input on configuration issues, maps & validates data, creates test scenarios for system & user acceptance, participates in design & development of screen & report layouts).	Knowledge of 1, 2*, 3, 7*, 8*, 9, (21) call center operations. Skill in 10 Ability to 11, 12, 13, 14, 15, 16, 17, 18, 19, (22) follow established procedures.
10	Acts on behalf of OAKS CI Training Manager as needed: assists in delivery of statewide OAKS CI training programs & help desk labs (e.g., analyzes training materials, answers end-user issues); performs necessary activities to prepare end-users to use OAKS CI functionality.	Knowledge of 1, 2*, 3, 7*, 8*, 9 Skill in 10 Ability to 12, 13, 15, 16, 20
10	Acts on behalf of OAKS CI Support Manager or CI Project Manager in his/her absence (e.g., attends meetings & relays decisions, policies & procedures): assists in management of OAKS CI support team as needed; supervises management analysts as needed (e.g., delegates assignments, monitors progress, approves leave requests, presents staff training); evaluates OAKS CI production support as it relates to Unifier, PeopleSoft & OAKS applications (e.g., Capital Improvements, Procurement, Accounts Payable, Asset Management); completes other duties as assigned (e.g., special projects, research, reports).	Knowledge of 2*, 3, 5, 6, 7*, 8*, 9 Skill in 10 Ability to 11, 12, 13, 15, 16, 17, 18
This position is over-time exempt.		<p><u>Position Specific Minimum Qualifications</u> 12 mos. trg. or exp. in one of the following technical disciplines: development of web sites or web applications; development of reports using Cognos, Crystal Reports or SQL.</p> <p>*developed after employment.</p>

List Position Numbers and Class Titles of Positions Directly Supervised

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Jeffrey Westhoven*

5/30/08

opd 6-2-08-ol