

POSITION DESCRIPTION	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Department of Administrative Services
		DIVISION OR INSTITUTION General Services Division
		UNIT OR OFFICE Business Office

POSITION NUMBER 20075866	<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	
	USUAL WORKING TITLE OF POSITION OAKS CI Training 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 1 of 2
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics	
	65	On behalf of General Services Division (GSD) & Ohio Administrative Knowledge System (OAKS) Capital Improvements (CI) Support Manager, serves as an agency manager & OAKS CI Training & Communications Manager: acts as team lead for statewide OAKS CI training programs & customer support help desk labs (e.g., formulates & implements policy, monitors & answers help desk cases, analyzes training needs, analyzes training materials, monitors trends, coordinates training, trains users); manages & conducts OAKS CI Train-the-Trainer programs for off-site independent trainers around state; creates, writes, edits & designs written training materials (e.g., OAKS CI Learner Guides); develops PowerPoint presentations or utilizes other software to conduct training; conducts hands-on training for groups & individuals; organizes, updates, produces & distributes training materials to off-site locations around state; schedules & implements training classes & help desk labs for end-users with various skill sets; performs necessary activities to prepare end-users to use OAKS CI functionality; conducts script testing for training database environments & maintains online training environments for different CI training courses; provides written & verbal updates to end-users & other customers of OAKS modules as they relate to CI (e.g., Capital Improvements, Procurement, Accounts Payable, Asset Management).	Knowledge of (1) public relations; (2) state of Ohio business, capital improvement & procurement processes & procedures*; (3) public administration; (4) adult training methodologies; (5) program & project management; (6) training design & development; (7) event planning; (8) supervisory principles & practices; (9) Skire Unifier*; (10) PeopleSoft Enterprise Applications*. Skill in (11) operation of personal computer & associated software (e.g., MS Word, MS XP Professional, Excel, MS Windows, PowerPoint, MS Outlook, MS Internet Explorer, Visio, PeopleSoft, Unifer*); (12) developing, coordinating & presenting instructional or informational programs, to include writing, editing & designing training materials; Ability to (13) prepare schedules & logistics; (14) maintain sensitive information; (15) collect, sort & prepare information in clear concise format; (16) speak in front of groups; (17) work in groups and independently; (18) maintain accurate records; (19) prepare concise & accurate reports; (20) deal with large number of variables & determine appropriate course of action; (21) develop & implement policies & procedures; (22) obtain & maintain valid driver's license.	
			*developed after employment.	
JOB CODE TITLE Management Analyst Supervisor I	JOB CODE 63215	List Position Numbers and Class Titles of Positions Directly Supervised:		
		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/jcc</i>	DATE 5/29/08	

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State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
OAKS CI Training 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 Duties in Order of Importance	Minimum Acceptable Characteristics
15	Serves as customer relationship manager & 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 & system enhancements, provides analysis on configuration issues, maps & validates data, creates test scenarios for system & user acceptance, participates in design of screen & report layouts).	Knowledge of 1, 2*, 3, 9*, 10*, (23) call center operations Skill in 11 Ability to 13, 14, 15, 16, 17, 18, 19, 20, (24) follow established procedures.
10	Acts on behalf of OAKS CI Technical Manager as needed: maintains end-user & vendor information; maintains Unifier templates; coordinates activities with DAS Information Technology Services.	Knowledge of 1, 2*, 3, 9*, 10* Skill in 11 Ability to 14, 16, 17, 23
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, 9*, 10* Skill in 11 Ability to 14, 15, 16, 17, 18, 19 <u>Position Specific Minimum Qualifications</u> 24 mos. trg. or exp. utilizing personal computer & associated software (i.e., MicroSoft Word, Excel, Visio & PowerPoint) to develop, coordinate & present instructional or informational programs, which included writing, editing & designing training materials. *developed after employment.

This position is over-time exempt.

POSITION NUMBER
20075866

JOB CODE TITLE
Management Analyst Supervisor I

JOB CODE
63215

add 6-2-08 at

List Position Numbers and Class Titles of Positions Directly Supervised

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhoven/ea

5/29/08