



Protecting Children by Strengthening Families

**Franklin County Children Services
POSITION DESCRIPTION**

Classification Title:	Business Process Analyst 1
Working Title:	Technology Support Training Officer
Division/Department:	Finance/Administration – Information Technology
Supervisor :	Project Manager 736004
Job Status :	Full-Time
FLSA Status :	Exempt
PCN :	736010
Pay Range:	A
Probationary Period:	1 year
Classification#:	6996\C181
Revision Date:	07/22

OBJECTIVE/PURPOSE

Employee reports to the Project Management Office (PMO) Manager in the Information Technology (IT) Department, (Project Manager Organization Manager736004) and will be responsible for administration, assessment, coordination, facilitation, training and coaching of IT skills for Agency staff. Employee will provide one-on-one instruction and group training. Employee evaluates and assesses ongoing training needs based and provides consultations with department administrators and peer reviewers. Develops and implements training curricula and consultation for agency staff and supervisors, transfer of learning, learning styles and coaching. The employee shall be responsible for concurrently managing several projects. These projects may include collaboration between Information Technology and other agency team members as identified.

The employee will cover all phases of the project with tasks, resources, and timelines. The employee will manage the project according to plan, manage issues to resolution, manage risks, and implement contingencies as needed. Employee will oversee testing and implementation efforts and communication regarding new training initiatives. Employee will serve as an independent project manager and will act as an IT liaison for the agency as a whole as well as the Professional Development Department (PDD). The employee will have responsibilities with the IT Help Desk and work collaboratively with FCCS IT Department on technology upgrades within the agency to support system rollouts.

The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the Agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.

Given the nature of this classification's duties/responsibilities, it has been designated as Exempt under the governing Fair Labor Standards Act regulations and, therefore, is not entitled to formal overtime compensation and/or formal compensatory time.

ESSENTIAL DUTIES AND RESPONSIBILITIES

60% Develops skills and understanding of advanced technology solutions to support the agency initiatives and processes. The employee will strive to strengthening staff knowledge of technology and IT processes. Employee will develop IT user guides and staff training materials. Employee will deliver training in various methods and platforms to including but not limited to one-on-one instruction/coaching and small or large group training. Employee will provide effective verbal communication with all levels of staff at FCCS. Employee will evaluate IT training needs and collaborate with PMO Project Managers for project training delivery as well as communicate with PDD training team to ensure the effective transfer of IT skills for the PDD new employee orientation. The employee will be a liaison to the agency IT department and will develop strategies, modify and create new systems, and develop technical guidance for the implementation of information technology solutions to agency staff. Assists in the troubleshooting of "IT Service Desk" calls as it pertains to networking and software problems; consults with users on possible solutions.

25% Employee will strive to advance staff's knowledge on the use of agency applications (except SACWIS) to increase job efficiency and effectiveness. Assists agency staff with user errors, re-training staff for issues that do not require IT scripting or programming support. The employee will assist users with self-reliant documentation, implement user-level knowledge transfer, enable staff to be able to perform self-service password resets, and address basic troubleshooting toward business continuity challenges. The employee will create training materials to increase staff comprehension.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

10% Participates in staff development/training, as directed. Participates in conferences and other department/agency meetings as requested; completes other administrative tasks. Performs other related duties as assigned e.g., participates in staff meetings, utilizes personal computer to produce correspondence, reports and other documents, travels to attend training and conferences, maintains logs, records and files.

5% Performs other related duties as assigned e.g., On-call rotation, participates in staff meetings, utilizes personal computer to produce correspondence, reports and other documents, travels to attend training and conferences, maintains logs, records and files.

SUPERVISORY RESPONSIBILITIES

N/A

QUALIFICATIONS

Minimum Qualifications: Completion of undergraduate core program in computer science, information systems, or business administration; 12 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

Or - Completion of associate core program in computer science, information systems, or business administration; 24 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

Or 36 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

Preferred Qualifications:

Bachelor's degree in Information Technology, Computer Science or related area; experience in developing technical course content both with technology; knowledge of web-based learning platforms and modern educational techniques; excellent communication skills with the ability to explain technology concepts and previous training with measured learning outcomes; certification in training (e.g. Certified Information Technical educator, lecturer or trainer).

Knowledge of oral and written communication tools and techniques, customer support and personal service; IT systems development lifecycle; management concepts; technical writing and documentation practices; quality assurance principles; requirement analysis principle and methods; methods and approaches for sharing information through the use of IT assets; business process modeling methods and techniques; IT security principles and methods;

technical tools available for consideration; IT principles, methods and practices in the assigned specialty area; performance monitoring of principles and methods; interrelationships of multiple IT specialties; business process and operations of customer organizations.

5% Other related duties as assigned.

Other related duties may include handling cases from Intake, if needed and if determined by HR qualified to do so.

CERTIFICATION/LICENSURE

A valid Ohio Driver’s License and automobile insurance that is in compliance with Franklin County Children Services policy is required for travel. Travel can occasionally include out of state travel which may require airline travel.

AMERICAN WITH DISABILITIES SPECIFICATIONS

Physical Requirements: Ability to operate standard office equipment in the performance of job functions (e.g. telephone, printer, dictating equipment, computer, copying machine, automobile, audio-visual equipment, training applications, presentation tools or platforms such as Microsoft Teams, Zoom, Go to Training, and Virtual Training Methods).

Prolonged periods of sitting at a desk and working on a computer. Ability to occasionally lift and move objects weighing 10 – 15 lbs. Occasional pushing, pulling, kneeling, reaching, and standing.

Work Environment: Typical office environment. May be asked to visit other FCCS sites or other facilities.

Signature of Agency Representative:

Charles Spinning
Executive Director

Date