



STATE OF OHIO
 Public Defender Commission
 250 East Broad Street - Suite 1400
 Columbus, OH 43215
 (614) 466-5394
<http://opd.ohio.gov>

Invites applications for the position of:

BUSINESS PROCESS ANALYST 1/TRAINING OFFICER

An Equal Opportunity Employer

PN: IT000037

Job Type: Full-Time, Permanent, Bargaining-Unit

Location: Franklin County

Promotional Bid:

classified position (may include promotion, transfer or demotion)

Job Location: 250 East Broad Street, Suite 1400 Columbus, Ohio 43215

Division:

Opening Date: Fri. 07/14/17

Closing Date/Time: Mon. 07/24/17 11:59 PM Eastern Time

Pay Range: 33

Hours of work: 8:00
am - 5:00 pm

Salary:

\$53,476.80 - \$78,436.80 Annually \$25.71 - \$37.71 Hourly

Job Duties: The mission of the Office of the Ohio Public Defender is to protect the rights of indigent persons throughout Ohio by providing quality representation and leadership in the criminal and juvenile justice systems.

The Ohio Public Defender's Office is currently seeking a professional and motivated individual for a Business Process Analyst 1/Training Officer vacancy.

The duties of this position include, but are not limited to, the following:?

- Under the direction of the IT Director, assist in translating & validating identified business requirement for implementation of IT solutions that support new business systems as well as continuous business process improvement efforts (e.g., meets with subject matter experts &/or stakeholders either in face-to-face, teleconference, or web-conference environments to document & translate relevant data & information; ensures timely & accurate communication, acts as a liaison to IT teams, OPD administration, customers, & third party software vendors so that they can deliver documented work groups who test, validate, evaluate new applications & functions, & determine issues in service & software).
- Independently assesses all training needs for specific target population or subject matter for assigned agency or institution. Designs IT presentations, compiling and presenting information to fulfill training needs. Conducts desk side or classroom IT training based on supervisor and/or employee's assessment of knowledge, skills, and job-specific functions and tasks (e.g., Microsoft Office, OPD Online*, Legal research tools*); reinforces learning by providing user tips & tricks for basic computer operations (e.g., log on & off procedures, equipment available, etc.) Provides reports and analysis of training effectiveness.

- Supports agency internet & intranet web pages (e.g., updates photos, texts, hyperlinks); assists agency personnel with graphic design, visual, & audio communication services (e.g., PowerPoint set-up & driving, audiovisual setup).
- Serves as backup helpdesk support requests via email; provide courteous technical assistance to system users with customer service as a priority. (e.g., provide password reset*, troubleshoot software & application problems, access to attorney evidence, may involve items of highly sensitive nature), use available tools, follow procedures
- Stay current regarding new technologies, standards & techniques & learns &/or acquires new skills as required. Identify or new processes that enhance & improve Business Process Analyst 1 functions.
- All other IT related duties as assigned.
- Position may require overnight travel, to give/attend training & meetings.

Minimum Qualifications:**Education**

Core undergraduate program in Computer Science, Information Systems or Business Administration or equivalent work experience.

AND**Experience**

Minimum 3 years combined relevant technical and business work experience as specified by the agency position description and vacancy/job posting.

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics, the required technical experience. Only those applicants possessing the required technical experience listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technical experience commensurate with the position in question.

Major Worker Characteristics:

Knowledge of: oral and written communication tools and techniques, customer support and personal service, state and agency policy, procedures and applicable laws*, vision, mission and goals of agency*, 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.

Skill for: reading comprehension, speaking, service orientation, assuring quality, identifying and specifying business requirements, operation analysis, time management, interviewing, presenting, and facilitating. Ability to: define problems, collect data, establish facts and draw valid conclusions, prepare meaningful, accurate and concise reports, and stay abreast of current technologies in area of IT assigned.

(*)Developed
after employment.

Supplemental Information:

Working Conditions

Work involves operation of computer terminal for long periods of time; ability to stand, kneel, sit, and work in heights below the desk and lay on the floor, if needed. Selected candidate may be required to carry a cellular phone as assigned.

Work hours are generally 8:00 a.m. to 5:00 p.m., subject to necessary modification for emergencies, special projects and system maintenance or for travel. May be required to work evening or night shifts (variable starting and ending times, compressed work week, or other flexible hour concepts), may work weekends or holidays. May require travel within the state of Ohio; may require work at DRC or DYS facilities. Valid driver's license is required.

Comments

All final applicants tentatively selected for this position will be required to submit to urinalysis to test for illegal drug use prior to appointments. An applicant with a positive test shall not be offered employment.

Intentional omission of relevant information, falsification, or misrepresentation of information on the application will disqualify the applicant. In addition, such intentional acts are grounds for immediate termination of an employee.

The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal convictions will be made before excluding an applicant from consideration.

***IMPORTANT NOTE: If attaching a document that contains your SSN, please redact SSN before attaching it to your application.**

The State of Ohio is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or provision of services.

When contacted for an interview, an applicant who requires special accommodations, due to a disability, should notify the office so that proper arrangements can be made.

Job #IT000037
Business Process Analyst 1/Training Officer
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