

## **POSITION DESCRIPTION – BPAD IS Business Automation Analyst: Document Sales**

### **POSITION SUMMARY:**

Publishing and Distribution is a multi-purpose operation offering high volume, low cost publishing and distribution services. The Publishing Services Section provides publishing and printing solutions to all state agencies, the state Legislature and Office of the Governor. Applying state of the art technologies in printing production, file manipulation and archiving, and on demand printing and publishing, Publishing Services utilizes highly automated, network integrated systems to deliver high speed variable print, full color on demand print, full color wide format print, all with in-line, near line and off line finishing capabilities. The Bureau of Publishing and Distribution operates on three shifts, 5 days per week.

Under limited supervision, this position is responsible for administration and support for the Document Sales web-site, monitoring and tracking of all incoming orders through multiple portals of entry including, but not limited to web-site, e-mail and walk-in orders utilizing the Customer Relations Management (CRM) database to update and track progress of customer orders, client inventory, and web content stewardship, back-up support for IS Business Automation Senior for publishing, and back-up support for IS Business Automation Analyst for Distribution.

### **GOALS AND ACTIVITIES**

**A. 30% Perform business analysis, and project support activities on IT projects for Document Sales and BPAD.**

- A1. Advise program area management on the appropriate and effective use of IT to improve service delivery.
- A2. Analyze problems identified by Document Sales Customers, BPAD staff and propose solutions designed to improve services.
- A3. Verify that the daily operations of business area applications are functioning properly.
- A4. Lead problem resolution with business area and IT services when necessary.
- A5. Propose system development or modifications in response to changing business needs. Meet with management to explain systems needs and projected costs, and participate in decisions to conduct further study, or to proceed with development.
- A6. Facilitate the (re)design of business processes necessary to enhance the quality and efficiency with which the bureau delivers its print and mail services.
- A7. Maintain awareness of office automation capabilities and apply to business processes.

**B. 30% Coordinate planning, systems approval, and monitoring of IT applications which are used for Document Sales and DET/BPAD's business.**

- B1. Monitor and recommend priority of requests for IT enhancements to existing software packages.
- B2. Analyze problems identified by business users and create requirements for changes to the system.
- B3. Assist vendors, agency personnel, and bureau staff with IT questions and technical problems.
- B4. Develop end-user manuals, handbooks, user guides and materials for IT systems and related business processes.
- B5. Advise and instruct customers on correct ordering procedures for all of the services offered within Document Sales and BPAD providing cost estimates on request.

**C. 10% Provide quality assurance, consulting, and support for IT solutions within Document Sales and BPAD.**

- C1. Provide technical support, technical consulting and assistance to customers.

- C2. Use knowledge of application software to validate, inspect, troubleshoot and repair customer orders.
- C3. Evaluate software tools and recommend software-based solutions to increase efficiency of electronic ordering operation. Install and monitor systems software and maintain a variety of software tools at current release levels. Resolve software problems.
- C4. Make recommendations to program area management and IT staff.

**D. 10% Provide recommendations and guidance from thorough research and analysis to Document Sales and DET/BPAD's management.**

- D1. Propose system development or modifications in response to changing business needs.
- D2. Meet with management to explain systems needs and projected costs, and participate in decisions to conduct further study, or to proceed with changes.
- D3. Develop timetables and plans for the implementation of new or modified systems.
- D4. Complete business area tasks to ensure successful implementation of systems.
- D5. Study existing business rules and workflow and identify areas where changes in business processes and/or IT systems could improve efficiency and economy. Make recommendations to management.

**E. 5% Coordinate problem resolution.**

- E1. Identify the issue. Work with clients and bureau team members to determine cause.
- E2. Research and identify everyone's interests. Research the best solution that satisfies everyone's interests.
- E3. Schedule meetings to evaluate options and possible solutions.
- E4. Implement conditions and contingencies for monitoring and evaluating problem resolutions.

**F. 10% Research, procurement, and implementation of IT applications for Document Sales.**

- F1. Research IT business solutions for Document Sales automation.
- F2. Research vendors and compare IT solutions to meet print and mail needs.
- F3. Work with procurement to establish bid specifications.
- F4. Schedule implementation and training with selected vendor.
- F5. Work as part of the print and mail production team to continually refine and update the various production processes.
- F6. Work with supervisor to determine cost effectiveness of the operation and make recommendations to department management for new products or systems.

**G. 5% Miscellaneous and professional development**

- G1. Attend training appropriate to the job duties as directed by supervisor.
- G2. Maintain an up to date knowledge of the printing and publishing industry utilizing the WEB and by reading trade publications.
- G3. Attend trade shows and conferences to find out what other private and public print suppliers are producing, and to observe industry trends.
- G4. Work on projects as required by division management.
- G5. Assist and advise management on hardware and software acquisitions.
- G6. Other duties as assigned by supervisor.

## **Knowledge, Skills, and Abilities**

1. Knowledge of print and mail IT applications
2. Knowledge of DET Enterprise strategies and policies
3. Knowledge of problem solving strategies and ability to deal with conflict
4. Ability to create universal standards in documents and procedures
5. Knowledge of procurement practices
6. Knowledge of print and mail procedures
7. Excellent written and oral communication skills
8. Strong office practices and procedures
9. Ability to manage multiple tasks and priorities and work quickly and accurately
10. Excellent interpersonal skills
11. Strong customer service focus and skills
12. Technical skills:
  - a. Significant experience with Microsoft Visio, Excel, PowerPoint
  - b. Experience with Portfolio Management software
13. Ability to provide user assistance
14. Knowledge of meeting facilitation practices
15. Familiarity with print and mail environment
16. Ability to make quality, defensible decisions
17. Knowledge of IT security practices
18. Skills creating detailed reports and analyzing metrics
19. Attention to detail
20. Ability to collaborate effectively in a team environment