

POSITION DESCRIPTION – BPAD IS Business Automation Analyst - 015313

The Bureau of Publishing and Distribution is a multi-purpose operation offering high quality, high volume, and low-cost publishing and distribution services. The Bureau of Publishing and Distribution operates three shifts, 6 days per week.

Under the limited to general supervision of the Distribution Section Chief this position is responsible for managing the computerized inventory system for the DOA's Bureau of Publishing and Distribution and Document Sales. This position is responsible for supply chain management, the coordination of storage and ordering of supplies along with managing and maintaining records and documentation for all warehouse activities, operations and direction of workflow in a safe, well-organized manner. This position will provide IT support and direct the workflow of BPAD inventory, Document Sales and warehouse services. The position will interact with all sections through the use of Microsoft Dynamics Great Plains, Document Sales CRM, and various databases.

Time % GOALS AND WORKER ACTIVITIES

35% A. Perform project management, business analysis, and project support activities on IT projects for Document Sales and BPAD supply chain

1. Advise program area management on the appropriate and effective use of IT to improve service delivery.
2. Analyze problems identified by Document Sales Customers, BPAD staff and propose solutions designed to improve services.
3. Verify that the daily operations of business area applications are functioning properly.
4. Lead problem resolution with business area and IT services when necessary.
5. 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.
6. Facilitate the (re)design of business processes necessary to enhance the quality and efficiency with which the bureau delivers its print and mail services.
7. Maintain awareness of office automation capabilities and apply to business processes.

25% B. Coordinate planning, systems approval, and monitoring of IT applications which are used for Document Sales and BPAD business operations and supply chain

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

15% C. Manage and maintain records and documentation for all warehouse activities.

1. Receive shipments of paper, envelopes, documents and other materials for Bureau of Publishing and Distribution.
2. Evaluate shipments received for completeness and correctness; check production supply and prepare stock for shipping to state enterprise customers.
3. Generate periodic reports to detail *active* inventory as opposed to *stored* inventory.

4. Complete all appropriate paperwork to document all materials received to finalize the transaction.
5. Maintain documentation and records related to employee equipment certification

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

1. Provide advanced technical support, technical consulting and assistance to customers.
2. Use advanced knowledge of application software to validate, inspect, troubleshoot and repair customer orders.
3. 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.
4. Make recommendations to program area management and IT staff.

10% E. Operate the warehouse in a safe, well-organized manner.

1. Provide in-house training and certification program for Staff in the use of the forklift and all other warehouse equipment.
2. Oversee the daily operation of the warehouse and insure quality service.
3. Using necessary equipment, load shipments of paper, documents and other materials for all work units. Unload trucks using various types of forklift trucks and hand jacks.
4. Use warehouse equipment when possible to lift and move materials. Be able to lift items up to 50 pounds using proper lifting techniques when physical strength is required. Use Steel strapping and/or plastic wrap to secure materials for shipment.
5. Selecting the most cost-effective method, assist other work units when necessary by preparing labels and bills of lading for shipments according to customer destination and transportation requirements.
6. Contact appropriate transportation company to arrange pick-up of materials.
7. Operate, service and perform minor maintenance on power and other hydraulic lift devices used by the bureau. Maintain electronic service records as required and seek assistance from manufacturer or service maintenance when more extensive service is required.
8. Develop and implement plans and recommend purchase of supplies and equipment needed for warehouse operation.
9. Operate under safe working conditions by disposing skids, bands, cartons and wraps as necessary.
10. Observe standard procedures and safety requirements for physical or machine-assisted lifting and moving of materials.
11. Collect and store used equipment, computers etc., in a safe fashion and schedule pickups by SWAP or other means.

5% F. Provide for personal growth and development.

1. Attend appropriate training for LEAN inventory and warehousing processes.
2. Attend Customer Service training.
3. Attend recertification for operation of warehouse equipment as required.

Knowledge, Skills and Abilities

1. Knowledge of Inventory and Customer Resource Management IT applications
2. Knowledge of DET Enterprise strategies and policies
3. Ability to effectively operate program related software

4. Knowledge of inventory and warehouse methods and procedures
5. Problem solving skills and strategies and ability to deal with conflict
6. Ability to create universal standards in documents and procedures
7. Knowledge of procurement practices
8. Knowledge of print and mail procedures
9. Excellent written and oral communication skills
10. Ability to manage multiple tasks and priorities and work quickly and accurately
11. Excellent interpersonal skills
12. Strong customer service focus and skills
13. Technical skills:
 - a. Significant experience with MS Great Plains Dynamics, CRM, Excel, PowerPoint, WORD
14. Familiarity with print and mail environment
15. Knowledge of IT security practices
16. Excellent skills creating detailed reports and analyzing metrics
17. Attention to detail
18. Ability to collaborate effectively in a team environment
19. Ability to work independently and exercise initiative
20. Ability to make decisions within parameters of one's job and authority and accept responsibility for those decisions
21. Technical skill in software tool analysis and evaluation
22. Experience with computerized data collection systems

Special Requirements

- Ability to utilize motorized forklifts, pallet jacks, carts and ladders or similar throughout the day.
- Ability to lift and carry up to 50 pounds; bend, stoop, twist, pull and push; climb up and down ladders; and reach overhead to pull and place boxes weighing up to 50 pounds, with or without accommodation.