

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0224344	10. Budget Program Number 629		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) MSA II			Position Number
3. Division Economic and Employment Services			12. Proposed Class Title			
4. Section Management Support	For Use By Personnel Office	13. Allocation				
5. Unit Business Analyst Unit		14. Effective Date				
6. Location (address where employee works) City Topeka County Shawnee		15. By	Approved			
7. (circle appropriate time) <u>Full time</u> <u>Permanent</u> Part time Temp. Regular		16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM	17. Audit Date: By: Date: By:					

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position will be required to support both system development (design, test, implementation) needs and data analysis needs for the KEES system which is run by a vendor and managed by KDHE.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
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Julie Waddle	Public Service Executive	K0237292
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Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
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Julie Waddle	Public Service Executive	K0237292
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position is assigned general responsibilities and given considerable latitude in how those duties are carried out. Instructions and assignments are given verbally or in writing. These are usually of a general nature with few guidelines or details provided. This employee is expected to work independently using good judgement, planning skills, and follow state and federal rules, regulations, policies and procedures.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
60%	E	<p>This position is part of a team responsible for meeting the system and data information needs of the Employment and Economic Services (EES) division. This team supports staff responsible for eligibility determinations, Administration staff determining process and program policy, as well as agency leadership relying on data to make both day-to-day decisions and critical decisions when facing significant issues. The primary responsibility of this position is to become a system expert with Amazon Web Services (AWS). The AWS platform provides technology used to support our DCF Virtual Call Center through Amazon Connect. Amazon Connect is used to bridge the communications needs of the public and our clients by providing new and convenient ways to reach the agency, ask questions and get support. AWS also provides the technology to run agency chat bots. The agency's consumer facing chat bot is available to the public on our agency web site to assist with general questions. There is also a staff support bot that provides answers to policy and processing questions about DCF Assistance programs (Food Assistance, TANF, Child Care and Low Income Energy Assistance). In addition to these systems, the position will help design any new services developed using AWS.</p>
20%	E	<p>This position's responsibilities will be split to support the systems mentioned above at 60% of the job. 30% of the position's time will be available to assist and support team members who are responsible for the maintenance of the EES eligibility system, KEES (Kansas Eligibility Enforcement System). Also, when needed, the other team members will assist and support this position's work.</p>
10%	E	<p>10% of this position's responsibilities will be to support EES Administrative staff when technical services are needed from the DCF IT Department. This would include providing basic review of business requirements to determine appropriate next steps. Assist EES program staff by writing and submitting service requests to DCF IT for new services, system procurement or system enhancements. If needed, provide a liaison function between EES and IT to assist with communication between the two groups. Also assist with communication between IT and the KEES Ongoing Operations team or the vendor (Accenture). Communication assistance is critical to ensure all parties are in sync on the project goal, planning, timeline, and steps.</p>
10%	E	<p>The remaining job duties for this position are made up of other duties as assigned by the unit supervisor or EES leadership.</p> <p>Description of Business Analysts job duties:</p> <ul style="list-style-type: none"> • Directs and manages activities related to the design, production, implementation, and maintenance of all aspects of systems under the Amazon Cloud umbrella as well as, when needed, the KEES system. • In order to find the best solution to solve a business need, evaluates alternative solutions within the current systems and the feasibility of new solutions to develop the most cost-effective business solution. • Reviews and recommends revisions to user manual and other systems documentation. Provides direction and guidance to policy, system, contract and technical staff in the correct usage and architecture of KEES and related systems.

- Determines program needs from federal/state requirements and regulations in order to make decisions and provide guidance to EES administrators and other managers concerning system support, users, developments, and consequences.
- Serves as liaison with the Policy Planning Team, the Implementation Planning Team, other DCF sections, other states and federal agencies, and non-governmental entities in relation to EES automation.
- Evaluates and integrates the system needs identified by major stakeholders.
- Makes recommendations on priorities of mission critical functions, with the goal of providing information systems which meet business needs and user requirements within budget and timelines.
- Participation in software acquisitions and/or expansions. Anytime the agency determines a need to procure new software or, make significant enhancements to existing systems and EES will be a major stakeholder, the Business Analyst may be assigned to assist with the project on a minimal or a broad level. Some of these activities may become the BA responsibility.
 - Analyze business needs in combination with options for new system development or existing system enhancements in support of this analysis.
 - Participates in the preparation of Advance Planning Documents and RFPs for system changes and other federally required certification documents.
 - Coordinates the EES business staff participating in system design, and the resolution of system problems with KEES Ongoing Operations and DCF IT.
 - Approves and evaluates plans for acceptance testing. Conducts user acceptance testing of software solutions and enhancements when necessary.
 - Monitoring of the incident reports, defects and change requests.
 - Coordination of design documents needed for systems monitoring and change.
 - The BA will review technical analysis of systems completed by Accenture (the vendor) in order to weigh alternatives. May conduct inspections of prospective systems and participate in analysis of proposed bids.

In order to perform the above tasks, the following abilities will be needed:

- Knowledge of the rules, regulations and manual material relating to DCF Economic and Employment Services programs.
- Develop the ability to plan, organize and implement systems that support DCF and EES programs and policy.
- Ability to train agency staff at all levels and evaluate effectiveness based on a review of their work.
- Ability to relate to people and gain their confidence.
- Ability to make and support decisions and maintain objectivity; and the
- Ability to secure and evaluate information and to identify inconsistencies and noncompliance.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 () Plans, staffs, evaluates, and directs work of employees of a work unit.
 () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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N/A

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
 () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
 (X) Major program failure, major property loss, or serious injury or incapacitation.
 () Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to perform the essential functions of this position would result in financial implications for the state and impact the lives of Kansans.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contacts are frequently made with federal agencies, agency staff, field staff, fiscal staff, other state agencies, and stakeholders. These contacts are primarily for the purpose of discussing system development, data analysis and reporting needs.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal hazards and risk associated with work in an office environment. There may be visual or physical discomfort from using computer equipment.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Telephone, personal computer, calculator, copy machine, printer and fax machine daily.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Four years of experience in collecting, evaluating, studying or reporting on statistical, economic, fiscal/budget, legislative or administrative data. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional
N/A

Licenses, certificates and registrations
N/A

Special knowledge, skills and abilities

- Preferred qualifications for this position include EES field experience and an extensive knowledge of all EES programs. Field experience using Amazon Connect, KEES eligibility system, and related computer systems. Skills which are helpful in successfully performing the job: meeting facilitation, communication in writing and verbal, ease of learning complex systems and processes, problem solving and organization.

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee _____ Date _____

Signature of Personnel Official _____ Date _____

Approved:

Julie Waddle
Signature of Supervisor _____ Date _____

Signature of Agency Head or
Appointing Authority _____ Date _____