

OHIO DEPARTMENT OF DEVELOPMENT
EMPLOYMENT OPPORTUNITY

Job Title: **Technical Assistance Manager**

Job Classification/Status: Administrative Staff, Unclassified Exempt

Position Number: 20083817

Starting Salary: \$75,000 yr.

Division/Office: Community Services/Community Assistance

Location: 77 South High Street, 25th Floor, Columbus, Ohio

Work Hours: 8:00am – 5:00pm, M-F

Supervisor: Megan Meadows, Assistant Chief, Community Services Division

DATE POSTED: AUGUST 20, 2021

DEADLINE FOR APPLYING: SEPTEMBER 13, 2021

Job Duties:

Manages the development & implementation of systems within the Office of Community Assistance (i.e., OCA) & whose primary stakeholders are management, staff &/or end users: directs delivery to end user/client for operation/use; focuses on testing, monitoring & modification of delivery to end user; monitors implementation schedule; makes project presentations to educate/train end users; works with end users with questions regarding OCA systems; interprets federal & state laws & regulations specific to OCA programs; makes recommendations & modifications to facilitate end user compliance to policy related to program development; manages the security & setup of new programs & users on an ongoing basis; develops training guidance for staff & end users.

Coordinates with program staff, management, & agency Information Technology Office to define project requirements, quality standards & timelines; evaluates risks that may affect project; evaluates deliverables & ensures project is ready to move on to its next phase; coordinates user testing/piloting; ensures scheduled time frames are met; reports on delivery problems; provides regular progress reports to office management; assists in budget planning.

Manages the OCA data reporting requirements such as the Home Energy Assistance Program (i.e. HEAP) performance measures data collection; works with utility companies to collect data, input the data into the Ohio Community & Energy Assistance Network (i.e., OCEAN) & provide the data in the appropriate format to the federal government; works with agency management & fiscal staff to manage the annual update of the HEAP benefit matrix; analyzes the effectiveness of the current formula & provides recommendations on changes to management staff; supervises the work of staff members; establishes responsibilities & priorities of activities & workloads; provides coaching & guidance to staff members on goals, activities & performance; performs staff performance appraisals.

Reviews monthly reports from utilities for the Universal Service Rider (i.e., USF) & calculates USF rider rates; assists in the review & filing of the rate case application at the Public Utilities Commission of Ohio (i.e., PUCO) to generate USF program resources to account for Percentage of Income Payment Plan (i.e., PIPP) & Electrical Partnership Program (i.e., EPP) expenditures for each of the regulated electric utilities; prepares rate case adjustment notification for the PUCO & also prepares testimony in support of rate case & amended rate case; produces exhibits & documents supporting the application & testimony & reviews the rate case; testifies at the PUCO in support of the rate case & in response to stakeholder objections to filings.

Works with program management staff to collect data & submit for annual & quarterly reporting requirements for various grant programs; assists program management with development of new programs regarding measuring effectiveness.

Demonstrates commitment to sound metrics, accountability & transparency while ensuring quality customer service.

Position Specific Qualifications (a test may be given as part of the selection process):

1. Bachelor's Degree in Business Administration, Information Science/Technology, Management Science, Computer Science, Public Administration or related area.

OR

Equivalent work experience in one or more of the above areas for a minimum of 5 years.

2. Demonstrated experience in researching & analyzing operational data to evaluate program performance. Strong analytical skills required.
3. Experience in use of Microsoft Products (i.e. Word, Excel, PowerPoint). Other software experience preferred.
4. Previous project management experience in a work setting required.

The final candidate selected for this position will be required to undergo a criminal background check & drug screen. 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.

TO APPLY, VISIT THE STATE OF OHIO WEBSITE AT: <http://careers.ohio.gov> or <http://ohiomeansjobs.com>

Development Services Agency, Human Resources Office

77 South High Street, 27th Floor, Columbus, Ohio 43215

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